

Cover Page



City Government of Pasay

CITIZEN'S CHARTER

2025 (2nd Edition)

1st Page





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PASAY CITY HYMN

Pasay Mabuhay Ka!
Composed by: Ofelia San Juan/ Raymond San Juan
Lyrics by: Ivan Grulla

Mabuhay! Lungsod ng Pasay Perlas ng Kamaynilaan Hangad ay Kaunlaran Sa Lahat ng Larangan

Mabuhay! Lungsod ng Pasay Dungawan ng Sandaigdigan Ugaling Mapagtanggap Ng Tunay na Mamamayan

Pasay! Mahal Kong Bayan Sa Puso'y Nag-iisa Pasay, Dakilang Bayan Pasay, Mabuhay Ka!

Ang Lahat ay Maka-Diyos, Makabansa, Makatao, Masipag, at Mapagmahal Ang Tunay na Pasayeño

Pasay! Mahal Kong Bayan Sa Puso'y Nag-iisa Pasay, Dakilang Bayan Pasay, Mabuhay Ka!



Message



HON. IMELDA CALIXTO-RUBIANO
City Mayor

In this day and age where information dissemination is made possible in a second by a mere click or a glance, it is important for us to keep up and provide awareness, as well as solutions, as quick as a person's click or tap in their devices. Indeed, it is important for us to be able to deliver public service in an instant for us to equip each and every Pasayeño in his or her daily life.

This is where our ever-reliable Citizen's Charter plays its role. In providing a comprehensive and up-to-date guide that will aid in eliminating unnecessary and unverified news and information, so that each Pasayeño is well-informed and in the know. Eliminating problems and saving precious time, the Citizen's Charter is one of our failproof ways in delivering our unwavering, honest to goodness *Tapat Na Paglilingkod*.

In our grand vision of being a smart, self-sufficient, and sustainable Eco-City, the awareness and participation of our constituents go hand in hand with our globally competitive economy and our environmentally-conscious landscapes.

In this grand vision -- which will happen sooner rather than later -- our progress and development will not only be measured by economic scales or city-wide surveys. Instead, our progress and development will be illustrated by each Pasayeño knowing our laws, policies, advocacies, and procedures by heart, and by each Pasayeño enjoying government services at the tip of their fingertips, through our effective information dissemination such as through the Citizen's Charter.

It is high time to take the next big steps in Pasay City, and it will all start with us providing the best to our Pasayeños every single day, through the Citizen's Charter, our H.E.L.P. Priority Agenda, and our genuine *Tapat Na Paglilingkod*.

Thank you!



Message



HON. ANTONINO G. CALIXTO

City Congressman

The City Government of Pasay has dedicated to the citizens the highest quality of service that each and every Pasayeño deserves. We have vastly improved the quality and efficiency of our service to those we serve. However, we must continue to learn and innovate our systems to ensure that the quality of service that we give to the people does not diminish.

The Citizen's Charter aims to guide the people in their transactions and services to our local government. This is a tool that we need to inform the people on the steps and processes which are required to help them in their transactions with the government both now, and the future. On the other hand, the City Government of Pasay and its employees would be reminded of our duties to the public and the timeframes which we need to follow to ensure a smooth flow in our service to the people.

As we continue to update our citizen's charter, it is also important that our employees be reminded of their duties and mandates. Let us continue to improve our service each day and be examples of efficient public service to the public and to our peers.

Thank you very much.







HON. ATTY. WALDETRUDES S. DEL ROSARIO

City Vice Mayor

As our covenant with you, who have entrusted the future of our City to us, the Pasay City Government present to you our amended Citizens Charter.

This Charter is our commitment to serve you, our constituents, more efficiently. Let us therefore work hand in hand to ensure that we, your public servants, adhere to our pledge to serve you to the best of our abilities, and to ensure that we deliver our services in the most efficient, effective and prompt manner.

We therefore encourage you, our partners in development, to take time to read this charter. Help us meet the standards that we have set for ourselves. Only from your honest evaluation can we truly say that we have reached our aim of serving you the best way possible.

Together, let us work towards a smart, sustainable Eco-City.



Message



ATTY. PETER M. MANZANO
City Administrator

The Citizen's Charter is the Pasay City Government's testament to our commitment to serving our beloved Pasayeños. This comprehensive document addresses Standards of Services, Information, Choice, Consultation, Non-discrimination, Accessibility, Redress of Grievances, Courtesy, and Value for Money.

Through the diligent implementation of this tool, our personnel are guided to provide services that are both timely and of high quality, fostering a culture of good governance characterized by transparency and accountability. The Charter also streamlines processes to facilitate the City Government's endeavour in providing prompt, accurate and efficient public service which is tailored to meet the needs of our constituents, upholding our resolve in giving "Tapat at Higit pa sa Sapat" brand of service, with the leadership of our beloved City Mayor, Hon. Imelda Calixto-Rubiano.

In our pursuit for responsive governance, Pasay City has crafted this CY 2025 Citizen's Charter in compliance with Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Act of 2018 and is aligned with the Anti Red Tape Act of 2007 which aims to expedite transactions, improve services, and enforce compliance through penalties.

We are very grateful for your continued support as we strive to provide the public with exemplary public service to go above and beyond your expectations.

Maraming Salamat po at makakaasa po kayo na lagi po namin kayong tapat na paglilingkuran.



INTRODUCTION

Welcome to Pasay City Government Citizen's Charter.

This revised guidebook on the citizen's charter of Pasay City contains information on business and non-business transactions/services offered by the local government to its citizens. From the creation of the City Government's original citizen's charter as to the implementation of the Anti-Red Tape Act (ARTA) Law of 2007, comes now its revised version, per strict adherence to Republic Act No. 11032 or the Ease of Doing Business-Efficient Government Service Delivery (EODB-EGSD) Act of 2018 (the revised ARTA Law). Section 2, Rule I of RA 11032 provides that it is the State policy to promote integrity and accountability in government service, to foster proper management of public affairs and public property, to establish effective practices aimed at the efficient turnaround in the delivery of government services, and the prevention of graft and corruption in government.

The citizen's charter, which shall be formulated by a task force constituted by the local chief executives, could come in many forms. It may be through information billboards, which should be posted at the main entrance of offices or at the most conspicuous places; in published materials written in either English or Filipino, or in the local dialect; or uploaded on the City's website displaying the information required for every transaction/service. The posted information should have a comprehensive and uniform checklist or requirements; procedures to avail of the service; person/s responsible for each time; maximum time to complete the process; documents to be presented by the customer; amount of fees to be paid, if necessary; and procedures for filing complaints.

This handbook of citizen's charter will guide the citizens/taxpayers on how to avail City Government business and non-business transactions/services in the community level and for them to avoid transacting with fixers. Also, it aims for zero contact transactions, except during preliminary assessment of the request, and evaluation of the sufficiency of the submitted requirements.

The citizen's charter will enable the City to improve its public service delivery, transparency, and accountability in local governance. It enables citizens/customers to check their expectations against what is offered, and provides mechanism for giving feedback when expectations are not met. Taxpayers deserve value for money from the taxes and charges they pay, and they have the right for consultation, courtesy, information and the opportunity to express their views and react from their experiences, relative to the government service that they have availed of.

In compliance with the EODB-EGSD Act of 2018, this revised citizen's charter is hereby established to serve not just as a guide for the transacting public; but also, as a covenant of the City Government of Pasay to its constituents.



HOW TO USE THIS GUIDEBOOK

This revised Pasay City Government Citizens Charter guidebook is a tool to facilitate the delivery of services to Pasayeños and visitors specifying standards, quality and time frame, with the commitments from the different departments of the city government of Pasay.

This guide book describes the services provided by the City Government. It is written for the customers' benefit, the services are presented with step-by-step guide on how to avail of these, the standard response time for its delivery, and the person/s responsible for the task. This information is complemented by a list of required documents and fees that a customer must comply with, to facilitate service delivery.

Sketched maps of the location of the department handling the service further enhance the charter. To provide geographical directions to taxpayers, they can come in handy as cross reference for smaller office-specific mini maps incorporated in each service description.

City Government of Pasay, the administration's commitments towards its taxpayers and responsibility among its officials and staff, is to promote fair practices and to give information with respect to various services provided by the City Government. The performance pledge from each office serves as a contract by which taxpayers can reflect whether they are being given quality services, and identify people responsible for ineffective service delivery as a basis for feedback, complaints, and suggestions.

The City Government of Pasay always endeavors to serve its constituents better.

The ability to achieve the City's vision largely depends on the satisfaction of those it serves. A satisfied customer is an ambassador in developing and promoting a promising livable city.

With this guidebook, the City Government looks forward to share with the Pasayeños and visitors, a mutually beneficial and harmonious relationship in doing business and non-business transactions with one another.



BRIEF HISTORY OF PASAY

BRIEF PROFILLE

History

1863 : Pasay became Independent Pueblo

January 1, 1901 : The town of Pasay was incorporated into the Province of

Rizal

June 21, 1947 : Pasay was named Rizal City

June 7, 1950 : Rizal City was changed to Pasay City thru R.A. No. 437

Physical features

Location

North - City of Manila

East - Cities of Makati & Taguig

South - City of Paranaque

West - Manila Bay
Total Land Area : 18.08 sq. km.
Uban Area : 5.505 sq. km.
Reclaimed Area : 4.00 sq. km.

No. of Barangays : 201 Zones : 20 Districts : 2

Land Use

Land Use Category	Land Area/ha	Percent to Total
Residential 2 and 3	389.92	21.57
Commercial 1, 2 & 3	332.38	18.39
Institutional	117.81	6.52
Cultural	15.91	0.88
Planned Unit Development	133.09	7.36
Open Spaces/Parks and Recreation	64.03	3.54
Cemetery	5.25	0.29
Utilities and Transportation	506.59	28.02
Roads	211.79	11.72
Waterways	30.90	1.71
TOTAL	1,807.67	100%

Demographics

Total Population : 440,656 (PSA 2020) Growth Rate : (2015-2020) 1.19

Household Size : 3.4



Population Density: 24,480 persons /sq.km.

Social Welfare

No. of Day Care Centers : 109
No. of Social Welfare Unit Offices : 12
No. of Feeding Centers : 99
Social Development Center : 1
Center for the Elderly : 1
Pasay City Youth Home : 1

HEALTH FACILITIES

HEALTH FACILITIES	PUBLIC	PRIVATE
Number of Hospitals	2	2
Number of Health Centers	14	0
Number of Lying-In	1	6
Number of Private Clinics	14	63
Number of Dental Clinics	-	78

Source: CHO

EDUCATION

Public	SY 2016- 2017	SY 2017- 2018	SY 2018- 2019	SY 2019- 2020	SY 2020- 2021
Kindergarten	4,541	4,666	5,322	4,500	5,105
Elementary	30,577	29,385	28,465	29,681	30,015
Junior High School	18,375	18,105	18,671	19,278	19,395
Senior High School	2,025	3,695	4,707	5,820	6,434

Educational Institutions	PUBLIC	PRIVATE	Total
Number of Pre-Schools	21	45	66
Number of Elementary Schools	22	45	67
Number of High School	18	33	51
Number of Colleges	0	5	5
Number of University	1	1	2
Number of Vocational Schools	0	5	5

Source: DepEd-Pasay

Protective Services

Crime Statistics	CY 2017	CY 2018	CY 2021
Number of Policemen	723	497	497
Number of Police Station	12	12	12



Policemen to Population Ratio	1:591	1:721	1:886
Total Index Crime	656	668	335
Total Non-Index Crime	6,528	6,996	1,280
Total Crime Volume	7,184	7,664	1,615
Average Monthly Crime Rate	27.7	39.5	134.6
Crime Solution Efficiency	73	84	94

Source: Pasay City Police Department

ECONOMIC PROFILE

Labor Force and Employment

	Total Population in Labor Force (in '000)) Labor Force Participation Rate (%)			
Year	Philippines	NCR	4 th District	Pasay	Philippines	NCR	4 th District	Pasay
2018	43,459.91	5,536.55	1,570.16	180.56	60.92	60.27	59.61	61.03
2019	44,197.12	5,903.56	1,751.54	191.42	61.26	60.50	61.09	60.55
2020	43,878.16	5,717.69	1,676.33	317.38	59.51	57.53	57.49	57.93

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

	Total Employed Population ('000)				Employment Rate (%)			
Year	Philippines	NCR	4 th District	Pasay	Philippines	NCR	4 th District	Pasay
2018	41,156.53	5,171.04	1,466.17	167.58	94.70	93.40	93.85	92.81
2019	41,938.01	5,547.99	1,664.11	182.73	94.89	93.98	94.91	95.46
2020	39,377.84	5,051.15	1,477.27	268.14	89.74	88.34	88.92	84.49

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

	Total Unemployed Population (in '000)				Unemployment Rate (%)			
Year	Philippines	NCR	4 th District	Pasay	Philippines	NCR	4 th District	Pasay
2018	2,303.37	365.52	103.99	12.99	5.30	6.60	6.15	7.19
2019	2,259.11	355.57	87.43	8.69	5.11	6.02	5.09	4.54
2020	4,500.32	666.53	199.06	49.24	10.26	11.66	11.08	15.51

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

Year	Total Ur	nderempl (in '0	oyed Popul 000)	ation	Underemployment Rate (%)			%)
i eai	Philippines	NCR	4 th District	Pasay	Philippines	NCR	4 th District	Pasay
2018	6,734.33	375.15	102.94	5.12	16.36	7.25	7.59	3.06



2019	5,778.28	296.46	58.55	3.08	13.78	5.34	3.58	1.69
2020	6,395.12	464.88	80.18	21.21	16.24	9.20	4.94	7.91

Source: Philippine Statistics Authority, 2018, 2019 and 2020 Labor Force Survey

Household Below Poverty threshold: 6.4% Source: (CBMS-Pasay Preliminary results/2018/CPDO)

TRADE AND INDUSTRY

Industry Section	2016	2017	2018	2019	2020
AGRICULTURE	8	8	4	4	4
Agriculture, Forestry and Fishing	8	8	4	4	4
INDUSTRY	8,142	8,218	9,144	9,304	9,304
Mining and Quarrying	-	-	44	35	35
Manufacturing	6,578	6,538	7,489	7,058	7,058
Electricity, Gas, Steam and Air Conditioning Supply	-	-	-	-	-
Water Supply; Sewerage, Waste Management and Remediation Activities	202	202	145	-	-
Construction	1,362	1,478	1,466	2,211	2,211
SERVICES	108,773	106,279	129,691	133,016	130,634
Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles	23,839	23,698	23,432	23,433	23,651
Transportation and Storage	22,501	21,271	19,795	31,668	31,585
Accommodation and Food Service Activities	15,535	15,680	21,042	18,525	18,624
Information and	1,407	1,427	2,839	3,026	2,823
Industry Section	2016	2017	2018	2019	2020
Communication					
Financial and Insurance Activities	5,308	3,618	11,238	6,675	6,676
Real Estate Activities	2,956	3,097	5,103	4,150	5,209
Professional, Scientific and Technical Activities	1,731	1,653	1,706	1,625	1,407
Administrative Support Service Activities	23,957	23,679	29,560	30,767	28,213
Private Education	2,699	3,353	3,426	2,719	2,701
Human Health and Social Work Activities	2,187	2,174	2,387	2,252	2,252



Entertainment and Recreation	3,859	3,861	5,386	4,991	4,295
Other Service Activities	2,794	2,768	3,777	3,185	3,198
Total	116,923	114,505	138,839	142,324	139,942

Source: Philippine Statistics Authority - 6th Edition RSET_PSA-NCR

Note: Refer to Annex 0-1 to Annex 0-5 for the Total Employment of MSMEs by Industry Section for the Year

2016 to 2020.

CULTURAL AND TOURISM

Cultural Center of the Philippines (CCP Complex) Folk

Arts Theater (Tanghalang Francisco Balagtas)

Philippine International Convention Center (PICC)

Philippine World Trade Center

Philippine World Trade Training Center

Sofitel Hotel (Philippine Plaza Hotel)

Coconut Palace Extra-Metropolitan

SMX Convention Center

The Shrine of Saint Therese of the Child Jesus

Chinese Temple

INFRASTRUTURE AND UTILITIES

TRANSPORTATION

Total Road Length : 131.20 km

Transportation Hub

International Passenger Terminal (IPT 1,2,3 and 4)

LRT Terminal

MRT Station

Water

Maynilad Water Services, Inc. 42,791 Active Water Connections

POWER SUPPLY

Manila Electric Company Commercial Establishment Household Industries

COMMUNICATION SYSTEM

PLDT SMART GLOBE Telecom INTERNET



PROMINENT LANDMARKS

Ninoy Aquino International Airport 1, 2 and 3
MRT Terminal
LRT Terminal
Cultural Center Complex
Folk Arts Theater
GSIS Building
Sofitel Hotel (Philippine Plaza Hotel)
Shrine of Jesus the Way, The Truth and The Life
SM Mall of ASIA
The Shrine of St. Therese of the Child Jesus

NEW DEVELOPMENT AND EXPANSION

Holiday Inn Express Manila New Port City
Sea Residences Mall of ASIA
Bay Garden
Marriot Hotel
New Port City New Residences
Quantum Residence
S Residences
La Verti
Palm Tree Villas
Radiance North
Fairway Terraces
MAAX
Conrad Hotel
Breeze Residences
Studio Zen

FINANCE AND ADMINISTRATION

Income Classification : 1st Class City (Highly Urbanized)



PASAY CITY ELECTED OFFICIALS

Hon. ANTONINO G. CALIXTO

City Congressman

Hon. IMELDA CALIXTO-RUBIANO

City Mayor

Hon. ATTY. WALDETRUDES S. DEL ROSARIO

City Vice Mayor

City Councilors

District I

Hon. MARK ANTHONY A. CALIXTO
Hon. MARY GRACE B. SANTOS
Hon. MARLON A. PESEBRE
Hon. MA. ANTONIA C. CUNETA
Hon. ABRAHAM ALBERT Q. ALVINA
Hon. RICARDO E. SANTOS

District II

Hon. JOSE C. ISIDRO JR. Hon. EDITHA Y. MANGUERRA Hon. DONNABEL M. VENDIVEL Hon. JENNIFER D. PANALIGAN Hon. KING MARLON A. MAGAT Hon. ANGELO NICOL P. ARCEO

Sectoral Representatives

Liga ng mga Barangay President Hon. ENRIQUE D. CALIXTO

Sangguniang Kabataan Federation President Hon. BENEDICT M. ANGELES



PASAY CITY GOVERNMENT DEPARTMENTS/OFFICES' LOGOS

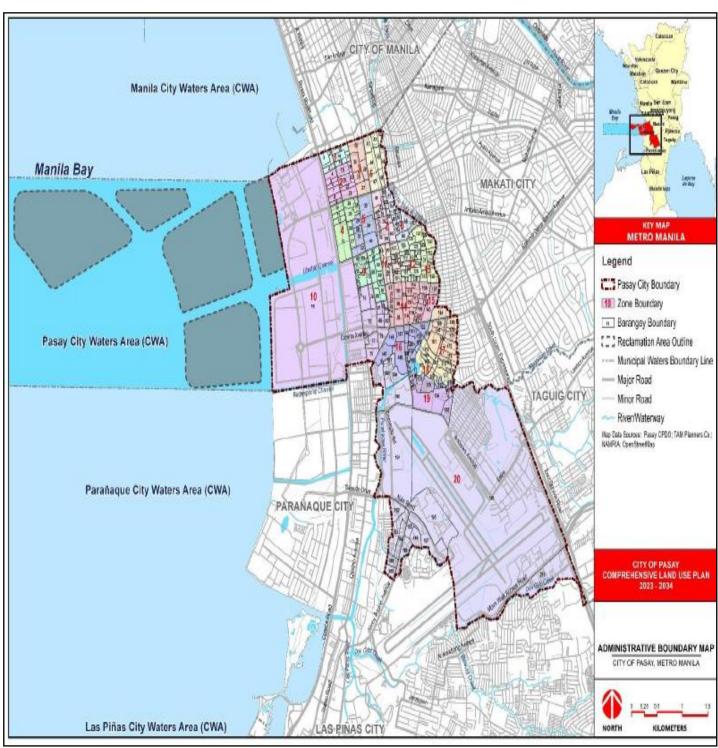






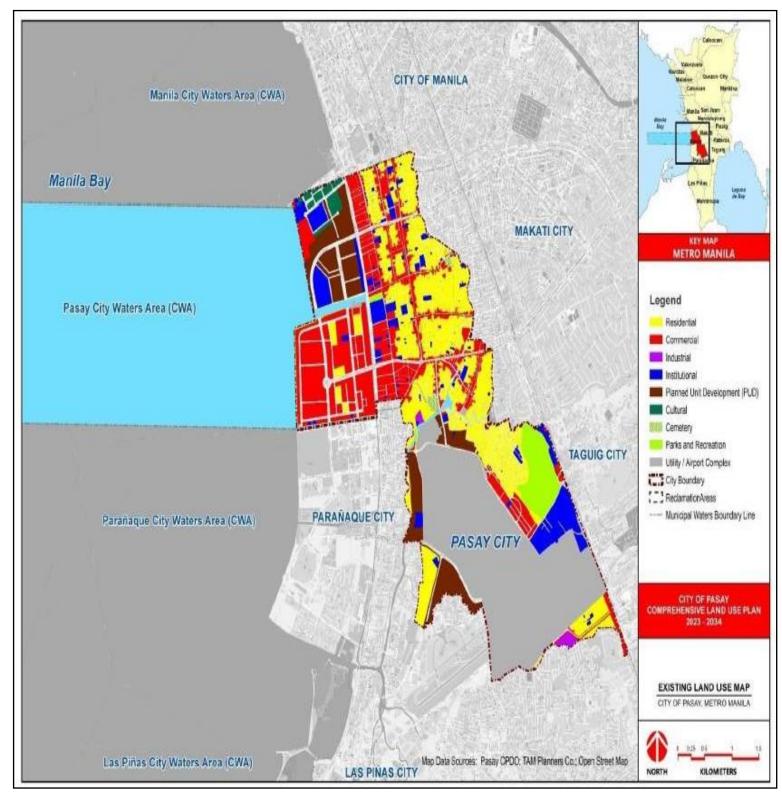
PASAY CITY MAPS

Administrative Boundary Map



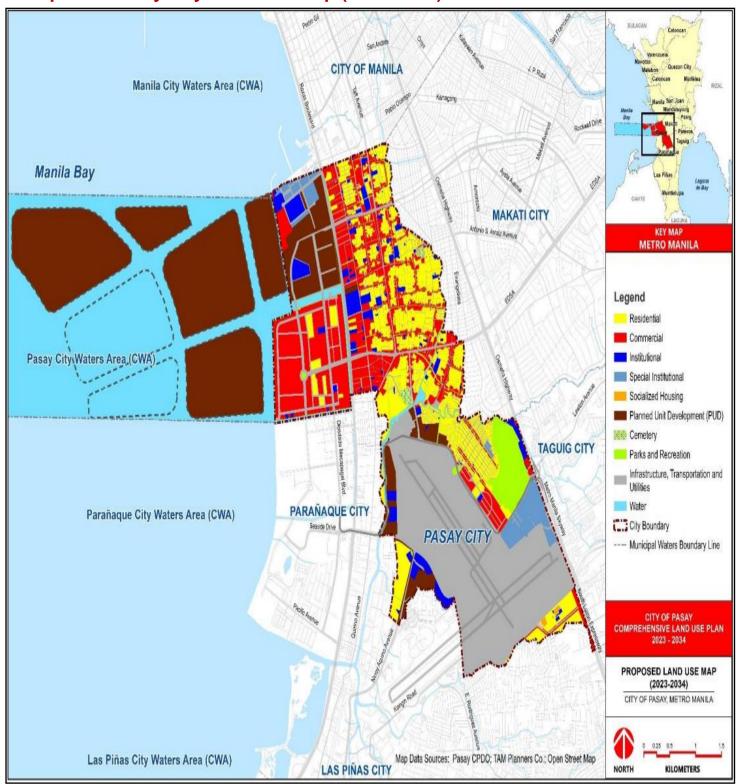


Existing Land Use Map, 2022





Proposed Pasay City Land Use Map (2022-2034)





AGENCY PROFILE

I. MANDATE

Pasay City Government shall ensure and support, among the other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

This City Government shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon it. It shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to the Local Government Code. Pasay City Government shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein.

II. VISION

"Pasay City – a Sustainable Eco city – with an improved quality of life, empowered and morally upright communities; a progressive economy; smart infrastructure; an ecologically sound environment; and efficiently managed institutions through inclusive leadership."

III. MISSION

In this journey of the City to achieve this vision, its initial steps shall be guided by the following principles: to develop a city organization committed to transform Pasay into an Eco-City while adhering to the applicable local and national laws. In this measured rush to realize the long-term vision of an Eco-City, priority shall always be on the shared commitment of all sectors to enhance the standard of living of the Pasayeños and to improve the delivery of welfare services to the communities. In this effort, there will be measures in place so that public servants are always fully aware of the needs of the stakeholders and the latter are made aware and are united in their support of City programs.

IV. SERVICE PLEDGE

We commit to:



- A. **Self-contained and sufficient local economy**. The city must continue to strive and sustain its economic growth fueled by increasing tax base and opportunity to expand opportunities for new investments and future developments.
- B. **Resource and Heritage Conservation.** There are still areas of the city that needs cultural preservation while new energy sources must be prioritized in order to provide enough power and balancing the development with the environment.
- C. **Ecologically Beneficial Waste Management System.** Improvement must be made in the system of collecting, segregating and recycling of waste. Modern methods will be installed that will safeguard the integrity of the ecology and the environment as well.
- D. **Well-designed integrated movement network.** With the introduction of mass transport and eco- lanes, every destination in the city is reachable while curbing the emission and carbon footprint of the city.
- E. **Inclusive development/Inclusionary Housing.** To accommodate the increasing demand from different economic levels, there is a need for inclusionary housing through various modes of densification that will also allow for micro-open space creation.
- F. **Urban Agriculture/Local-based Food Resource System.** Despite the scarcity in land available for agriculture, promoting the backyard food sustenance will drive food security and healthier communities.
- G. **Programmed Incremental Growth Development.** The city must continue to enhance its institutional capability for better management of resources. In its desire of economic viability, it shall judiciously allocate its resources and chart the growth for its development.

V. DEVELOPMENT GOALS AND STRATEGIES

A. Pasay as a "Smart" or Digital City

Pasay also aspires to be a smart City. The characteristic of such a metropolis is an urban area that uses different types of electronic data collection sensors to supply information which is used to manage assets and resources efficiently and, supposedly, inexpensively. This includes data collected from citizens, devices, and assets that is processed and analyzed to monitor and manage traffic and transportation systems, power plants, water supply networks, waste management, law enforcement, information systems, schools, libraries, hospitals, and other community services. [McLaren, Duncan; Agyaman, Julian (2015.) Sharing Cities: MIT Press]



Input and data from citizens may be generated through CCTV cameras, traffic counters, quality-of-air monitors, etc. that are connected to central processing centers monitored by the City Government through internet and other information and communication technology. Smart city technology allows city officials to interact directly with both community and city infrastructure and to monitor what is happening in the city and how the city is evolving.

This infrastructure and facility are an essential component in the city's drive to be an Eco City. Among others, such devices and technology can monitor quality of water and air, examine the extent of compliance with ordinances and regulations at the street level, expedite transactions between the government offices and its clients and track expenditures and investments in real time. Admittedly, the extent of adoption of Pasay City of smart technology is still at its beginning stage; specifically, encoding of personal data.

On the other hand, the City, being compact and with very developed sections made up of reclaimed islands, is well-placed to use this technology-based system. Moreover, the City can integrate this technology in stages depending on the costs and capability considerations:

- 1) Improvement of public services can be done in phases. This wired city infrastructure can start with the simplest level (i.e., [1] integrating all the CCTVs in the barangay accessed in a central location or even portable platforms - to create a real-time video net to address criminality, traffic, flooding and improve response time of police, fire assets and rescue workers without need to wait for frantic pleas for help from the harassed citizenry; and [2] placing traffic counters in busy intersections to indicate whether to send more traffic enforcers or reroute traffic to ease congestions; etc.) . These measures would have the added benefit of the City working more efficiently but with less personnel creating savings and also expertise among its workers.
- 2) Opportunity for enhanced education and involvement of Pasay youth. Transforming all or some aspect of City functions to "smart application" can also serve the ends of enhancing the education of its youth. Some portions of the transformation can be best served by making it part of the curriculum of its Senior High School or students of the City University of Pasay. The students. with assistance of DepEd, CHED and local businesses/conglomerates can design, install and monitor particular sensors or data nodes. Such a development would surely enhance public services, the education of the students – and their employment prospects, and their sense of pride in the community.

B. The Reclaimed Areas as Template for Eco City Infrastructure and Culture

Upon the completion of the ongoing 625 hectares (has.)/5-island reclamation at the City municipal waters at Manila Bay, the same would increase the Pasay City land surface area by



32.89% to 2,525 has. These areas are intended to be a high value mixed use development ("MXD") and seen as the engine of growth of the City for the next 25-35 years. The City government shall take advantage of this opportunity to install and integrate into this new section of Pasay – in the immediate period -- the infrastructure, policies, processes and culture that will make the area into a prototype of the Eco City intended for the entire City.

The reclaimed areas can also be operated as a strict "Law Observance Zone" in the mold of Subic Bay Metropolitan Area or Singapore – targeting traffic ordinance violators, illegal vendors, informal settlers and violators of the solid waste ordinances. It is intended that this ethos and culture of good citizenship would be spread into the rest of the City.

These reclaimed islands could also be the candidate sites for the imposition of cordon/congestion pricing measures, intended to both remedy vehicle congestion and to promote greater mass transit patronage.

C. Special Body to Administer the Reclaimed Areas

Based on how vital the 625 has. of newly reclaimed areas are to the present and future of Pasay, the management of this territory is a paramount concern. At the moment, it is not clear how this area will be administered. Given the experience of the area now occupied by Mall of Asia, its administration was turned over to Barangay 76. The legal basis for this is not proper, however, and in fact, in violation of the Local Government Code, and possibly even of the municipal waters provisions under the Fisheries Code. Apparently, this was done for convenience and to comply with the procedures of the Land Registration Authority (LRA) which require the identification of a barangay address before the land title is issued. Given that there are 12 City barangays that had a Manila Bay frontage (formerly at Roxas Blvd./R-1), the administration of all the reclaimed islands, i.e., including the CCP Island reclaimed in the 1950s and CBP-I(A) reclaimed in the 1980s-1990s, should properly be under the direct administration and control of the City Government, and not simply by Barangay 76, a matter that must be rectified the soonest, probably starting with the land registration of the reclaimed islands. The creation of new barangays may also be options for added exploration, but in the end, it is the City that shall decide on the proper course.



LIST OF SERVICES

External Services		43
1.	Acceptance of Deliveries, General Services Office	44
2.	Accessory Building Permit Application (Advertising Billboard Construction and Installation), City Engineer's Office/Office of the Building Official	45
3.	Accessory Building Permit Application (Temporary Sidewalk Enclosure), City Engineer's Office/Office of the Building Official	51
4.	Accessory Building Permit Application for Fencing (including Firewall Separate from Building) and Road Construction, City Engineer's Office/Office of the Building Official	55
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City Government of Pasay

External Services



1. Acceptance of Deliveries

General Services Office takes charge in the acceptance of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division:	General Services	Office				
Classification:	Simple	Simple				
Type of Transaction:	G2B - Governmer	G2B - Government to Business				
Who may avail:	Supplier/Contract	Supplier/Contractor				
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS		WHERE TO SE	CURE		
Notice of Delivery (1 or	Notice of Delivery (1 original)		actor			
Signed Purchase Orde	r/Contract	General Servic	es Office	ffice		
(1 photocopy)						
Notice to Proceed (1 p		General Service				
Delivery Receipt (1 original		Supplier/Contra				
Sales Invoice/Billing In	voice (1 original)	Supplier/Contra				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit Notice of	1. Approve the	None	3 Minutes	ARBIE B. SABULAO		
Delivery prior to	submitted Notice			Officer-in-Charge		
schedule of	of Delivery.			(GSO)		
delivery.				EVELYN G. ALEGRE		
	1.2 Check the			Administrative Officer III		
	submitted Notice			(GSO)		
	of Delivery in			(333)		
	accordance with			MARVIN D. GARCIA		
	the approved			Administrative Officer II		
	Purchase			(GSO)		
	Order/Contract					
	and schedule.					
2. Deliver the	2. Check, verify and	None	2 Days	For delivery of Supplies:		
procured goods	accept the			EVELYN G. ALEGRE		
and/or services.	deliveries in			Administrative Officer III		
	accordance with			(GSO)		
	the approved			(000)		
	Purchase			ARCHIBALD C. BAJADA		
	Order/Contract.			Administrative Officer II		
	2.1 Propers the			(GSO)		
	2.1 Prepare the Acceptance and					
	Inspection			ARMAND D. RIVERA Administrative Officer II		
	Report (AIR),			(GSO)		
	riopoit (/ iiit),					



and Requisition and Issue Slip (RIS)/Inventory Custodian Slip (ICS) and/or Property Acknowledgeme nt Receipt (PAR) as applicable.			For delivery of Equipment: MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III
TOTAL:	None	2 Days and 3 Minutes	(GSO)

2. Accessory Building Permit Application (Advertising Billboard Construction and Installation)

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the City Engineer's Office/Office of the Building Official prior to start of construction/installation.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)			
	, , , , , , , , , , , , , , , , , , , ,			
Classification:	Complex			
Type of Transaction:	G2C – Governmen	t to Citizen; G2B – Government to Business;		
	G2G - Governmen	t to Government		
Who may avail:	All owners of residential, commercial, industrial and institutional			
	buildings			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal:				
Duly accomplished appli	shed application form signed			
by owner and profession	al in charge of			
construction/installation:				
- Application form		CEO/OBO		
- Details of the form		Building Owner		
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		



Cost Estimate/Specification/Structural	Hired Licensed Professional
Computation (1 original, 2 photocopies)	(Architect/Civil/Mechanical Engineer)
Signed and sealed Architectural, Structural	Hired Licensed Professional
and Electrical Plans (3 blue print copies)	(Architect/Civil/Mechanical Engineer)
Professional License (1 photocopy)	Professional Regulations Commission
Professional Tax Receipt (1 photocopy)	City Treasurer's Office (CTO)
Contract of Lease (3 photocopies)	Building/Lot Owner of Project Site/Location
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Photographs of front and side views of construction site (2 original)	Building Owner
Construction Safety Health Program with Official Receipt (1 original, 1 photocopy)	Department of Labor and Employment (DOLE)
Representative:	
Duly accomplished application form signed	
by owner and professional in charge of	
construction/installation:	
 Application form 	CEO/OBO
- Details of the form	Person Represented (Building Owner)
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any valid government ID card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Duly accomplished application form:	
 Unified Application Form 	CEO/OBO
- Details of the form	Person Represented (Building Owner)
Cost Estimate/Specification/Structural	Hired Licensed Professional (Architect/Civil
Computation (1 original, 2 photocopies)	Engineer)
Signed and sealed Architectural, Structural	Hired Licensed Professional
and Electrical Plans (3 blue print copies)	(Architect/Civil/Mechanical Engineer)
Professional License (1 photocopy)	Professional Regulations Commission
Professional Tax Receipt (1 photocopy)	СТО
Contract of Lease (3 Photocopies)	Building/Lot Owner of Project Site/Location
Contractor's All Risk Policy Insurance with Official Receipt (1 original)	Any Insurance Company
Photographs of front and side views of	Photo Shop/Center



construction site (2 or	riginal)			
Construction Safety Health Program with		DOLE		
Official Receipt (1 original, 1 photocopy)				D=D001
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished application form together with the complete	Accept application form and the complete requirements.	None	20 Minutes	RAFAEL P. ISLES Engineering Aide, (OSSCPAS, CEO/OBO)
requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1.1 Encode application in the system. 1.2 Issue claim stub for client's application reference.			or ARMAN P. BERNABE Administrative Aide IV, (OSSCPAS, CEO/OBO)
	1.3 Process Fire Safety Evaluation Certificate (FSEC) and Locational Clearance (LC).		2 Days (Waiting time prior to issuance of FSEC and LC)	OFFICERS OF THE DAY (OSSCPA)
2. Ensure availability during scheduled inspection.	2. Conduct inspection to verify compliance with the approved plans and specifications.	None	2 Days	ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building Official, (CEO/OBO) ENGR. CARL BENEDICT A.
	2.1 Process Building	None	2 Days	CABANSAG Engineer III,



Permit			(OSSCDAS
application.			(OSSCPAS, CEO/OBO)
application.			ENGR. CRISANTO M. MARTINEZ Engineer II, (OSSCPAS, CEO/OBO) ARCH. IAN C. APOSTOL Architect II,
			(OSSCPAS, CEO/OBO)
			ENGR. ERWIN G. MAGTUBA Engineer III, (OSSCPAS, CEO/OBO)
			ENGR. MARVIN A. MONSALE Engineer I, (OSSCPAS, CEO/OBO)
			ENGR. NEREUS ALDRIN C. SANTIAGO Engineer III, (OSSCPAS, CEO/OBO)
2.2 Issue Order of Payment upon completion of inspection.	None	5 Minutes	LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO)



				or
				ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)
3. Proceed to	3. Issue official	Please see	5 Minutes	CASHIER
Window 3, Room	receipt (OR) to	table below		(OSSCPA)
311, OSSCPAS,	the client.	re: schedule		
CEO/OBO, and		of fees.		
pay the fees due.				
4. Present OR to Window 4, Room 311, OSSCPAS, CEO/OBO, and claim the accessory building permit.	4. Verify OR, and release the accessory building permit.	None	5 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO) or MELANIE ANN R. ABRACOSA Administrative Aide I, (OSSCPAS,
	TOTAL	*^^=	0.0	CEO/OBO)
	TOTAL:	*ASF +	6 Days and	
		CGFF +	35 Minutes	
		ESFF + CF		
		= TF		

Legend:

ASF (Advertising Surface Fee) + CGFF (Construction Ground Foundation Fees), ESFF (Electrical Supply Facility Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES 1. ASF (Advertising Surface Fee) ASF = A1 + A2 + B/Co



A1 = display surface x PHP 120/square meter

A2 = every fraction in excess of 4 square meter (excess display surface area x PHP 24/square meter)

B = installation fee for type of Business Sign (a1, b1, c1) x corresponding rate

Co = installation fee for type of Advertising sign

Signage	Rate
A1 Billboard Signs Erection and anchorage of display surface, up to 4.00	PHP 120/square meter
A2 Square meter of signboard area Every fraction in excess of 4 square meter	PHP 24/square meter +
B Business sign: Installation fee for neon a. For lighted b. Tarpaulin c. Painted on	PHP 36/square meter PHP 24/square meter PHP 15/square meter PHP 9.60/square meter
Co Advertising sign: Installation fee for neon a. For lighted b. Tarpaulin c. Painted on	PHP 52/square meter PHP 36/square meter PHP 24/square meter PHP 18/square meter

2. CGFF (Construction of Ground Foundation Fees)

2.1 CGFF = IF + EF

2.2 CGFF = IF + EF + EBPAF

Excavation of Footing/Foundation	
Inspection Fee (IF)	PHP 200
Excavation Fee (EF)	PHP 3/cubic meter
 Encroachment of Building to Public Areas Fee 	PHP 250/square meter
(EBPAF)	



3. ESFF (Electrical Supply Facility Fee)

EF = (KVA) x Rate + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee (EF) is PHP 200

Total Electrical Load (KVA)	Rate	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 50 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 300 to 1500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,500 to 6,000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6,000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

4. CF (Computerization Fee) = PHP 20

3. Accessory Building Permit Application (Temporary Sidewalk Enclosure)

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the Office of the City Engineer/Building Official prior to start of construction.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)			
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen; G2B – Government to Business;		
	G2G – Governmen	t to Government		
Who may avail:	All owners of reside	ential, commercial, industrial and institutional		
	buildings			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal:				
Duly accomplished appli	cation form:			
 Application form 		CEO/OBO		
- Details of the form		Building Owner		
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		



Original/Transfer Cert (1 certified true copy)	Original/Transfer Certificate of Title		Registry of Deeds		
Real Property Tax Declaration (1 photocopy)		City Assessor's Office (CAssrO)			
Current Real Property	•	City Treasurer's Office (CTO)			
(1 original, 1 photocopus Issued Building Permi	• /				
(1 photocopy)	it, ii ariy	CEO/OBO			
Photograph of Site Lo	cation (1 original)	Photo Shop/C	Center		
Representative:					
Duly accomplished ap	pplication form:				
 Application for 	m	CEO/OBO			
- Details of the fo	orm	Building Own	er		
Authorization letter (1			nted (Building Ov		
Any valid government		· ·	ice, PSA, SSS, G	SIS, COMELEC,	
representative (1 original	inal)	LTO	DO4 000 0	010 00145150	
Any valid government		BIR, Post Office, PSA, SSS, GSIS, COMELEC,			
person represented (1 Original/Transfer Cert		LTO			
(1 certified true copy)	incate of Title	Registry of Deeds			
Real Property Tax De	claration	04 0			
(1 photocopy)		CAssrO			
Current Real Property	/ Tax Receipt	OTO			
(1 original, 1 photocor	· ·	СТО			
Issued Building Permi		CEO/OBO			
(1 photocopy)	•	CEO/OBO			
Photograph of Site Lo	cation (1 original)	Photo Shop/Center			
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON			
1. Submit duly	1. Accept	None	20 Minutes	RAFAEL P. ISLES	
accomplished	application form			Engineering Aide,	
application form	and the complete			(OSSCPAS,	
together with the	requirements.			CEO/OBO)	
complete					
requirements at 1.1 Encode				or	
Window 1, Room	application in			ARMAN P.	
311 or	the system.			BERNABE	
OSSCPAS,				Administrative	



	1		T	
CEO/OBO.	1.2 Issue claim stub for client's application			Aide IV, (OSSCPAS, CEO/OBO)
	reference. 1.3 Process application.	None	2 Days	ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building Official, (CEO/OBO)
				ENGR. CARL BENEDICT A. CABANSAG Engineer III, (OSSCPAS, CEO/OBO)
				ARCH. IAN C. APOSTOL Architect II, (OSSCPAS, CEO/OBO)
				ENGR. ERWIN G. MAGTUBA Engineer III, (OSSCPAS, CEO/OBO)
	1.4 Issue Order of Payment to the client.	None	5 Minutes	LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO)
				ROBERTO D. BERDIN Administrative Assistant I



				(OSSCPAS, CEO/OBO)
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	CASHIER (OSSCPA)
3. Present OR, and claim the construction permit.	3. Verify OR, and release the construction permit.	None	30 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO)
				MELANIE ANN R. ABRACOSA Administrative Aide I, (OSSCPAS, CEO/OBO)
	TOTAL:	*TSE + C = TF	2 Days and 1 Hour	

*Legend:

TSEF (Temporary Sidewalk Enclosure Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. TSEF (Temporary Sidewalk Enclosure Fee) = A, or, A + B

A = Area up to 20 square meter: PHP 240 B = in excess of A x PHP 12/square meter

2. CF (Computerization Fee) = PHP 20



4. Accessory Building Permit Application for Fencing (including Firewall Separate from Building) and Road Construction

Owners of residential, commercial, industrial and institutional buildings should secure appropriate Accessory Building Permit from the City Engineer's Office/Office of the Building Official prior to start of construction.

Office or Division:	City Engineer's Off	ice (CEO)/Office of the Building Official (OBO)		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;			
	G2G – Governmen			
Who may avail:		ential, commercial, industrial and institutional		
	buildings	WILEDE TO SECURE		
CHECKLIST OF RE		WHERE TO SECURE		
Fencing Permit (include	•			
separate from building	<u>) </u>			
Principal:				
Duly accomplished appli	_			
by owner and profession	•			
construction/installation:				
 Application form 		CEO/OBO		
- Details of the form	n	Building Owner		
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Fencing plans signed an	nd sealed by	Hired Licensed Professional (Architect/Civil		
Architect/Engineer (3 blu	ue print copies)	Engineer)		
Signed and sealed Site	Development Plan	Hired Licensed Professional (Geodetic Engineer)		
with Vicinity Map (3 photos	tocopies)			
Proof of right over the lot/property where the fence will be constructed:				
a) Land Title (if owned)		Registry of Deeds		
(4 certified true copies)				
1	,	Lessor		
		Corporate Owner		
c) Board Resolution or Secretary's		Corporate Owner		
Certificate/Authority if lot is owned				
- Details of the form Any valid government ID Fencing plans signed an Architect/Engineer (3 blue) Signed and sealed Site with Vicinity Map (3 photosterist) Proof of right over the lothe fence will be construct (4 certified true conditions) Lease of Contract (4 certified true conditions) Board Resolution	o card (1 original) Ind sealed by Le print copies) Development Plantocopies) t/property where cted: ed) Depies) t (if not owned) Depies) or Secretary's ity if lot is owned	Building Owner Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO) Hired Licensed Professional (Architect/Civil Engineer)		



Deal Deal Art To Deal and Co.			
Real Property Tax Declaration	City Assessor's Office (CAssrO)		
(3 photocopies)	` ,		
Current Real Property Tax Receipt	City Treasurer's Office (CTO)		
(1 original and 1 photocopy)	, ,		
Signed and sealed Bill of Materials/Cost	Hired Licensed Professional (Architect/Civil		
Estimate (3 photocopies)	Engineer)		
Approved Locational Clearance (1 original	City Planning & Development Office (CPDO)		
and 1 photocopy)	City i familing & Development Office (Ci DO)		
If with hot works, Fire Safety Evaluation	Bureau of Fire Protection (BFP)		
Clearance (1 original and 1 photocopy)			
Representative			
Duly accomplished application form signed			
by owner and professional in charge of			
construction/installation:			
- Application form	CEO/OBO		
- Details of the form	Building Owner		
Authorization letter (1 original)	Person Represented (Building Owner)		
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
representative (1 original)	Birt, 1 ost office, 1 ort, ooo, oolo, oolid, continued, in		
Any valid government ID card of the	DID Day Office DOA COOL COMELED LTO		
person represented (Building Owner)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(1 original) Fencing plans signed and sealed by	Hired Licensed Professional (Architect/Civil		
Architect/Engineer (3 blue print copies)	Engineer)		
Signed and sealed Site Development Plan	Hired Licensed Professional (Geodetic Engineer)		
	Hilled Licensed Floressional (Geodetic Engineer)		
with Vicinity Map (3 photocopies)			
Proof of right over the lot/property where the fence will be constructed:			
a) Land Title (if owned)	Registry of Deeds		
(4 certified true copies)	Trogiony of Boods		
b) Lease of Contract (if not owned)	Lessor		
(4 certified true copies)			
c) Board Resolution or Secretary's	Corporate Owner		
Certificate/Authority if lot is owned			
by Corporation (3 photocopies)			
Real Property Tax Declaration	CAssrO		
(3 photocopies)			
Current Real Property Tax Receipt	сто		
(1 original and 1 photocopy)			



Signed and sealed Bill of Materials/Cost	Hired Licensed Professional (Architect/Civil
Estimate (3 photocopies)	Engineer)
Approved Locational Clearance (1 original	CPDO
and 1 photocopy)	
If with hot works, Fire Safety Evaluation	BFP
Clearance (1 original and 1 photocopy)	
Road Construction Permit	
Principal:	
Duly accomplished application form signed	
and sealed by owner and Construction in	
charge of construction:	
- Application form	CEO/OBO
- Details of the form	Building Owner
Any valid government ID card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Signed and scaled Boad Construction Plan	Hired Licensed Professional (Architect/Civil
Signed and sealed Road Construction Plan	Engineer)
Signed and sealed Site Development Plan	Hired Licensed Professional (Geodetic Engineer)
with Vicinity Map (3 photocopies)	
Proof of right over the lot/property where	
the fence will be constructed:	
a) Land Title (if owned)	Registry of Deeds
(4 certified true copies)	
b) Lease of Contract (if not owned)	Lessor
(4 certified true copies)c) Board Resolution or Secretary's	Cornorato Owner
Certificate/Authority if lot is owned	Corporate Owner
by Corporation (3 photocopies)	
Real Property Tax Declaration	04 0
(3 photocopies)	CAssrO
Current Real Property Tax Receipt	
(1 original and 1 photocopy)	СТО
Signed and sealed Bill of Materials/Cost	Hired Licensed Professional (Architect/Civil
Estimate (3 photocopies)	Engineer)
Approved Locational Clearance	
(1 original and 1 photocopy)	CPDO
If with hot works, Fire Safety Evaluation	252
Clearance (1 original and 1 photocopy)	BFP
Representative:	
Duly accomplished application form signed	
= m, motoring approximate organical	



and sealed by owner	and contractor in				
charge of construction:					
- Application Form		CEO/OBO			
- Details of the F	orm	Building Own	er		
Authorization letter (1	original)	Building Own			
Any valid government ID card of the representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
Any valid government ID card of the person represented (Building Owner) (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
Signed and sealed Ro	oad Construction Plan	Hired License Engineer)	ed Professional (A	rchitect/Civil	
Signed and sealed Si with Vicinity Map (3 p	•	Hired License	ed Professional (G	eodetic Engineer)	
Proof of right over the					
the fence will be cons a) Land Title (if over the constant of	wned)	Registry of De	Registry of Deeds		
b) Lease of Contr	• /	Lessor			
 (4 certified true copies) c) Board Resolution or Secretary's Certificate/Authority if lot is owned by Corporation (3 photocopies) 		Corporate Owner			
Real Property Tax De (3 photocopies)		CAssrO			
Current Real Property (1 original and 1 photo	•	СТО			
Signed and sealed Bi Estimate (3 photocop		Hired Licensed Professional (Architect/Civil Engineer)			
Approved Locational (and 1 photocopy)	Clearance (1 original	CPDO			
If with hot works, Fire Safety Evaluation Clearance (1 original and 1 photocopy)		BFP			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit duly accomplished application form together with the complete	Accept application form and the complete requirements.	None	20 Minutes	RAFAEL P. ISLES Engineering Aide, (OSSCPAS, CEO/OBO)	



requirements at	1.1 Encode			or
Window 1, Room	application in			ADMANID DEDMARE
311 or	the system.			ARMAN P. BERNABE
OSSCPAS,				Administrative Aide
CEO/OBO.	1.2 Issue claim			IV,
	stub for			(OSSCPAS, CEO/OBO)
	client's			CEO/OBO)
	application			
	reference.			
	1.3 Process		1 Day (waiting	OFFICER OF THE
	Locational		time prior to	DAY
	Clearance.		issuance of	(OSSCPA)
			LC)	, ,
2. Ensure the	2. Conduct	None	1 Day	ENGR. JOHARI G.
availability during	inspection to			RANGIRIS
inspection based	verify compliance			OIC-City
on the given	with the			Engineer/Building
schedule	approved plans			Official,
thereof.	and			(CEO/OBO)
triordor.	specifications.			
	specifications.			ENGR. CARL
				BENEDICT A.
				CABANSAG
				Engineer III,
				(OSSCPAS,
				CEO/OBO)
				ENGR. CRISANTO
				M. MARTINEZ
				Engineer II,
				(OSSCPAS,
				CEO/OBO)
				ARCH. IAN C.
				APOSTOL
				Architect II,
				(OSSCPAS,
				CEO/OBO)



				ENGR. ERWIN G. MAGTUBA Engineer III, (OSSCPAS, CEO/OBO
	2.1 Process accessory building permit.	None	25 Minutes	LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO)
	2.2 Issue Order of Payment upon completion of inspection.	None	5 Minutes	ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	3. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	CASHIER (OSSCPA)
4. Present OR, and claim the accessory building permit to Window 4, Room 311, OSSCPAS, CEO/OBO.	4. Verify OR, and release the accessory building permit.	None	5 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO) or MELANIE ANN R.
				ABRACOSA Administrative Aide I, (OSSCPAS, CEO/OBO)
	TOTAL:	*LGF + LPF + RCF + CF = TF	2 Days and 1 Hour	



PHP 24

PHP 2.40/meter

*Legend:

LGF (Line & Grade Fee) + LPF (Length of Perimeter Fee) + RCF (Road Construction Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. LGF (Line and Grade Fees)

1.1 LG = A + B + C

A = Frontage of Lot 1 up to 10 meters
B = Every meter or fraction in excess of 10 m. x

C = Other sides total length x PHP 1.20/meter

1.2 LG = A + C

A = Frontage of Lot 1 up to 10 meters PHP 24 C = Other sides total length x PHP 1.20/meter

2. LPF (Length of Perimeter Fee)

LPF = **E1**, **or**, **E2**

E1 = Fencing material (type 1 made of masonry or concrete, Rate = PHP 4/meter)

E2 = Fencing material (type 2 made of indigenous materials barbed wires, cyclone wire, bamboo, gi sheets etc, Rate =PHP 2.40/meter)

Type of Fencing	Rate
Fencing up to 1.8 meter in height:	
- Made of masonry, concrete and in excess of 1.80	
meter	PHP 4/meter
 Made of indigenous materials, barbed wire etc. 	PHP 2.40/meter

3. RCF (Road Construction Fee)

 $RCF = F \times Rate$

F = Area of Road

Rate: PHP 24/square meter

4. CF (Computerization Fee) = PHP 20



5. Accreditation of Commercial Establishment/Company

Public Employment Service Office handles accreditation of commercial establishments/companies to ensure legality, adhere to Philippine Labor Laws and to participate in policy and decision-making processes.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Commercial Establishments (local/international)			
CHECKLIST OF I	REQUIREMENTS	WHERE TO SECURE		
Principal				
Letter of Intent (1 origina	l)	Commercial Establishment (Applicant)		
Any Government Identification Card of the (1 original, 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Company Profile w/ Orga (1 original)	anizational Structure	Commercial Establishment (Applicant)		
Certificate of Registration	n (1 photocopy)	Department of Trade and Industry/Securities and Exchange Commission		
Certificate of No Pending	Case (1 original)	Department of Labor and Employment		
Company's List of Client		Department of Labor and Employment		
Contracts, if applicable (1 original)	Department of Labor and Employment		
Business Permit (1 photo		Business Permits and Licensing Office (BPLO)		
List of Job Vacancies (1		Commercial Establishment (Applicant)		
DMW License and Job C (1 photocopy)	Order, if applicable	Department of Migrant Workers		
Phil Job Net Registration	(1 photocopy)	Department of Labor and Employment		
Representative:				
Authorization Letter (1 or	<u> </u>	Person Represented (Commercial Establishment)		
Any Government Identification Card of the Person Represented (Commercial Establishment) (1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government Identification Card of the Representative (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Letter of Intent (1 original)		Commercial Establishment (Applicant)		
Company Profile w/ Organizational Structure (1 original)		Commercial Establishment (Applicant)		
Certificate of Registration	n (1 photocopy)	Department of Trade and Industry/Securities and Exchange Commission		



Certificate of No Pendi	ng Case (1 original)	Department of Labor and Employment		
Company's List of Clients with Approved		Department of Labor and Employment		
Contracts, if applicable (1 original)				
Business Permit (1 pho	, , ,	BPLO		п А
List of Job Vacancies (Commercial E	stablishment (App	olicant)
DMW License and Job (1 photocopy)	Order, if applicable	Department of	Migrant Workers	
Phil Job Net Registration	on (1 photocopy)	Department of	Labor and Emplo	yment (DOLE)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit updated	Accept complete	None	5 Minutes	RECCE
and complete	requirements.			CATALINA J.
requirements at	i oquiromonio.			PETILLA
the receiving	1.1 Verify and			Administrative
section of PESO.	evaluate to	None	5 Minutes	<i>Aide I</i> (PESO)
Section of LSO.	assess the			(1 200)
	authenticity of			
	submitted			
	documents.			
	1.2 Process			LILIA G.
	application for	None	10 Minutes	BORNILLA
	accreditation.			Administrative
	accicatation.			Aide I
				(PESO)
2. Proceed to the	2. Conduct interview	None	15 Minutes	ATTY. MARLA
office of PESO	and approve			OLIVIA BELLO-
Manager for	application.			ALOM <i>PE</i> SO <i>Manager</i>
interview.				(PESO)
3. Claim Certificate of	3. Release application	None	5 Minutes	RECCE
Accreditation at	for accreditation			CATALINA J.
the Releasing	upon signing in the			PETILLA
Section of PESO.	logbook.			Administrative Aide I
3333 2 2001				(PESO)
	TOTAL:	None	40 Minutes	, ,
	I O I AL.	1 10110	TO MINIMUS	

6. Addressing Complaints on Sanitation

The City Health Office receives complaints on Environmental Health and conducts immediate investigation upon receipt thereof.



Office or Division:				
Classification:	City Health Office (Complex	<i>-</i> /		
Type of Transaction		to Citizen		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE
Duly Accomplished C				
 Complaint Form 		CHO		
	ails to be indicated in	Complaina	nt	
the Complaint		Commisions		
(e.g. barangay certific	supporting documents	Complaina	nt	
· · · · · · · · · · · · · · · · · · ·	1	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit duly accomplished complaint form together with all requirements to the Environmental Sanitation Services Office, Room 106, Pasay City Hall.	 Acknowledge submission and check the veracity of the complaint and submitted documents. Inform the client with the schedule of site inspection. 	None	20 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) ALEX T. MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE Sanitation Inspector I (CHO) GEORGE T. EFONDO



			,		
2.	Proceed to the	2. Conduct actual	None	3 Days	JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO) YOLANDA S. BAGTAS
	location indicated in the complaint	site investigation of business			Sanitation Inspector I (CHO)
	and assist the ESS inspector with the actual site investigation of business	establishment and produce a report indicating the significant findings and/or			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
	establishment to validate the complaint.	recommendation thereafter.			BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
					ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
					RETCHEL S. BAINTO Sanitation Inspector I (CHO)
					ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
					JUMAR B. GRANDE Sanitation Inspector I (CHO)
					GEORGE T. EFONDO Sanitation Inspector I (CHO)
					JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)



3. Proceed to the City Health Office and secure a copy of Report/Findings and/or Recommendation from ESS.	3. Provide the client with a copy of Report/Findings and/or Recommendation.	None	10 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) ALEX T. MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE Sanitation Inspector I (CHO) GEORGE T. EFONDO Sanitation Inspector I (CHO) JOSE DANIEL R. RESTAURO IV Sanitation Inspector I
4. Check whether or not the recommendations set by the ESS inspector are being implemented.	4. Conduct follow-up inspection and make a final report thereafter.4.1 Issue the Report/Recommendation to the client.	None	1 Hour	(CHO) YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V.



	T	T		
				NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
5. Sign the logbook after receipt of the Final Report/	5. Maintain a copy thereof for file reference.	None	10 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
Recommendation at the City Health Office.				BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I



			(CHO)
			ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
			JUMAR B. GRANDE Sanitation Inspector I (CHO)
			GEORGE T. EFONDO Sanitation Inspector I (CHO)
			JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
TOTAL:	None	3 Days, 1 Hour	,
		and 40 Minutes	

7. Application for Annual Building Inspection Certificate

Owners of commercial and industrial buildings should secure Annual Building Inspection Certificate from the Office of the City Engineer's Office/Office of the Building Official prior to the renewal of Business Permit.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Simple		
Type of Transaction:	G2C – Governmen	t to Citizen; G2G – Government to Government	
Who may avail:	All owners of comm	nercial and industrial buildings	
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE	
Principal:			
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)	
Building Permit and its ancillary permits for new construction, renovation, (recent) repair/ed upgraded/rehabilitated wholly or		CEO/OBO	



partially of the building/appurtenances/			
facilities (1 photocopy)			
	CEO/OBO		
Certificate of Occupancy (1 photocopy)	CEO/OBO		
Previously issued Business Permit	Business Permits and Licensing Office (BPLO)		
(1 photocopy)			
Previously issued Annual Inspection	CEO/OBO		
Certificate (1 photocopy)			
Electrical Safety Certificate (1 original,	Hired Electrical Engineer		
1 photocopy)	The same of the sa		
Duly signed and sealed Structural Stability			
and Safety Certificate (1 original,	Hired Civil/Structural Engineer		
1 photocopy)			
Duly signed and sealed Mechanical			
Operation Safety Certificate (1 original,	Hired Mechanical Engineer		
1 photocopy)			
Discharge Permit (1 original,	Laguna Laka Davalanment Authority (LLDA)		
1 photocopy)	Laguna Lake Development Authority (LLDA)		
Environmental Impact Statement for			
environmental and marine impact related	Department of Environment and Natural		
projects like communication towers,			
hospitals, airports, manufacturing factories,	Resources (DENR)		
etc. (1 photocopy)			
Fire Safety Inspection Certificate	D (F: D (); (DED)		
(1 photocopy)	Bureau of Fire Protection (BFP)		
Approved Conformance Certificate			
(1 photocopy)	City Planning & Development Office (CPDO)		
Representative:			
Authorization letter (1 original and	Damasa Damasa arta di (Da 'll ll'a a Quina)		
1 photocopy)	Person Represented (Building Owner)		
Any valid government ID card of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
represented (Building Owner)	LTO		
(1 original)			
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
Representative (1 original)	LTO		
Building Permit and its ancillary permits for			
new construction, renovation, (recent)	CEO/OBO		
repair/ed upgraded/ rehabilitated wholly or			
partially of the building/appurtenances/			



facilities (1 photocopy)					
Certificate of Occupancy (1 photocopy)		CEO/OBO			
Previously issued Business Permit		BPLO			
(1 photocopy)					
Previously issued Annual Inspection		CEO/OBO			
Certificate (1 photocopy)					
Electrical Safety Certificate (1 original,		Hired Electrical Engineer			
1 photocopy)					
Duly signed and sealed Structural Stability		Hired Civil/Structural Engineer			
and Safety Certificate (1 original,					
1 photocopy)					
Duly signed and sealed Mechanical		Hired Mechanical Engineer			
Operation Safety Certificate (1 original,					
	1 photocopy)				
Discharge Permit (1 original o		LLDA			
Environmental Impact S					
environmental and mari	•	DENR			
projects like communica					
hospitals, airports, manufacturing factories,					
etc. (1 photocopy)					
Fire Safety Inspection Certificate (1 photocopy)		BFP			
Approved Conformance Certificate					
(1 photocopy)		CPDO			
	ACENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	Accept the	None	5 Minutes	RAFAEL P.	
complete	requirements and			ISLES	
requirements at	verify			Engineering Aide, (OSSCPAS,	
Window 1, Room	completeness			CEO/OBO)	
311 or OSSCPAS,	thereof.			CLO/OBO)	
CEO/OBO.				or	
				ARMAN P.	
				BERNABE	
				Administrative	
				Aide IV,	
				(OSSCPAS,	



			CEO/OBO)
1.1 Conduct actual building inspection.	None	1 Day	ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building Official, (CEO/OBO)
1.2 Process application.	None	1 Day	ENGR. CARL BENEDICT A. CABANSAG Engineer III, (OSSCPAS, CEO/OBO)
			ENGR. CRISANTO M. MARTINEZ Engineer II, (OSSCPAS, CEO/OBO)
			ENGR. SALVADOR T. VILLARIN III Engineer IV, (OSSCPAS, CEO/OBO)
			ARCH. IAN C. APOSTOL Architect II, (OSSCPAS, CEO/OBO)
			ENGR. ERWIN G. MAGTUBA Engineer III, (OSSCPAS, CEO/OBO)



			ENGR. MARVIN A. MONSALE Engineer I, (OSSCPAS, CEO/OBO)
			ENGR. NEREUS ALDRIN C. SANTIAGO Engineer III, (OSSCPAS, CEO/OBO)
	None	5 Minutes	ENGR. JERSON VINCENT T. TECSON Engineer I, (OSSCPAS, CEO/OBO)
1.3 Issue Order			ENGR. RHANDY L. FARRE Engineer II, (OSSCPAS, CEO/OBO)
of Payment to the client.			LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO)
			or
			ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)



2.	Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	Cashier (OSSCPA)
3.	Present OR to Window 4, Room 311, OSSCPAS, CEO/OBO and claim Annual Building Inspection Certificate.	3. Verify OR, and release the Annual Building Inspection Certificate.	None	30 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO) or MELANIE ANN R. ABRACOSA Administrative Aide I (OSSCPAS, CEO/OBO)
		TOTAL:	*ABF + A EIF + AEcIF + AP/SIF + AMIF + CF = TF	2 Days and 45 Minutes	,

*Legend:

ABIF (Annual Building Inspection Fee) + AEIF (Annual Electrical Inspection Fee) + AEcIF (Annual Electronics Inspection Fee) + AP/SIF (Annual Plumbing/Sanitary Inspection Fee) + AMIF (Annual Mechanical Inspection Fee) + CF (Computerization Fee) = (TF) Total Fees

SCHEDULE OF FEES

1. ABIF (Annual Building Inspection Fee)

ABIF = Total Floor Area X Rate

Total Floor Area	Rate
Up to 100 square meter	PHP 120/unit
Above 100 to 200 square meter	PHP 240



Above 200 to 350 square meter	PHP 480
Above 350 to 500 square meter	PHP 720
Above 500 to 750 square meter	PHP 960
Above 750 to 1000 square meter	PHP 1,200
Above 1000 or its portion in excess of 1000	PHP 1,200

2. AEIF (Annual Electrical Inspection Fee)

AEIF = KVA x Rate + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee (EF) is PHP 200

Total Electrical Load (KVA)	Rate/KVA	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 50 to 300 KVA	PHP 10/KVA	PHP 1,100
Over 300 to 1,500 KVA	PHP 5/KVA	PHP 3,600
Over 1,500 to 6000 KVA	PHP 2.50/KVA	PHP 9,600
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850

3. AEcIF (Annual Electronics Inspection Fee)

AEcIF = Electronic Load of Item Description X Rate

Item Description	Rate per Electronic Load
Each switch port, any type of electronic controlled	PHP 2.40/port
installation. CATV/MATV/CCTV	
Each electronic center control/communication	PHP 1,000/location
equipment shelter, radio broadcast station/	
Studios, auditoriums, theaters and the like.	
Antennas, masts for any	
communications/transmissions/receptions.	
Automated teller machine, ticketing/vending/	PHP 10/unit
telephone booth.	
Other types or electronic devices, apparatus,	PHP 50/unit
instruments or units not specifically/identified	
above	
Pole and Attachment:	
Each Pole	PHP 20/pole
Each Pole Attachment	PHP 20/attachment

4. AP/SIF (Annual Plumbing/Sanitary Inspection Fee)



AP/SIF = No. of Water Closet X Rate

A = No. of Water Closet Rate = PHP 60

5. AMIF (Annual Mechanical Inspection Fee)

 $AMIF = TQIA \times R$

TQIA = Type and Quantity of Item/s in the Application

R= Rate corresponding to the Items in the application

Type and Quantity of Item	Rate		
Cold storages & Ice plants			
Up to 100 tons capacity	PHP 25/ton		
Above 100 tons up to 150 tons	PHP 20/ton		
Above 150 tons up to 300 tons	PHP 15/ton		
Above 300 tons to 500 tons	PHP 10/ton		
In excess above 500 tons	PHP 5/ton		
Window type	PHP 40/unit		
Packaged/ Centralized Air-con System			
1 st 100 tons	PHP 25/unit		
Above 100 tons up to 150 tons	PHP 20/unit		
Above 150 tons up to 300 tons	PHP 15/unit		
Above 300 tons up to 500 tons	PHP 10/unit		
In excess of 500 tons	PHP 5/unit		
Mechanical Ventillation (blowers or fan)			
Up to 1 kw per unit	PHP 10/unit		
Above 1 kw to 7.5 kw	PHP 50/unit		
In excess or fraction above 7.5 kw	PHP 20/unit		
Escalators and moving walks, Funiculars	PHP 120/unit		
Elevators (Passenger)	PHP 500/unit		
Elevators (Freight)	PHP 400/unit		
Elevators (Cars)	PHP 500/unit		
Dumbwaiters (Motor Driven)	PHP 50/unit		
Construction Elevator	PHP 400/unit		
Every landing above first five landing for all	PHP 5/landing		
above elevators			
Boilers	_		
Up to 7.5 Kw	PHP 400/unit		
Above 7.5 kw to 22 kw	PHP 550/unit		
Above 22 kw to 37 kw	PHP 600/unit		



Above 37 kw to 52 kw	PHP 650/unit
Above 52 kw to 67 kw	PHP 800/unit
Above 67 kw to 74 kw	PHP 900/unit
Pressurized water heaters	PHP 120/unit
Water, sump and sewage pumps for commercial /industrial use	PHP 55/kw
Automatic Fire Sprinkler-sprinkle head	PHP 2/unit
	excluding the pump
Generator – diesel/gasoline/steam/hydro/ nuclear or solar generating units	-
Up to 50 kw	PHP 15/kw
Above 50 up to 100 kw	PHP 10/kw
Every kw above 100 kw	PHP 2.40/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 10/unit
Pressure Vessel	PHP 40/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 24/ton
Internal combustion engine (forklift, loader, mixers, compressors trucks kw/unit)	
Up to 100 kw	PHP 100/unit
Every fraction above 100 kw	PHP 3/unit
Testing/Calibration of pressure gauge for each gas meter	PHP 30/unit
Every mechanical ride, inspection, etc., used in amusement centers such as ferries wheel, carousel and the like	PHP 30/unit

6. Computerization Fee - PHP 20

8. Application for Certificate of Occupancy

Owners of residential, commercial, industrial and institutional buildings shall secure a Certificate of Occupancy from the City Engineer's Office/Office of the Building Official before the actual use of the building.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)
Classification: Complex	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G –
	Government to Government



Who may avail: All owners of residential, commercial, industrial and institutional					
buildings CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Principal:	WHERE TO SECURE				
Duly filled-up Certificate of Occupancy					
Application Form:					
- Application form	CEO/OBO				
- Details of the form					
Duly filled-out Unified Application Form for	Building Owner				
Certificate of Occupancy and Fire Safety					
Inspection Certificate (UAFCOFSIC):					
- Unified Application Form	CEO/OBO				
- Details of the form	Building Owner				
Dotails of the form	Bureau of Internal Revenue (BIR), Philippine Postal				
Any valid government ID card (1 original)	Corporation (Post Office), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)				
Issued Building Permit and its Ancillary	CEO/OBO				
Permits (1 original)	CEO/OBO				
Locational Clearance (1 photocopy)	City Planning and Development Office (CPDO)				
Duly Notarized Certificate of Completion,					
signed by the owner/applicant and sealed by the duly licensed Architect or Civil Engineer in-charge of construction (3 original)	Hired Architect/Civil Engineer				
Approved Plans and Specifications (1 owner's copy)	Building Owner				
Fire Safety Checklist (1 photocopy)	Bureau of Fire Protection (BFP)				
Signed and sealed construction logbook (1 original)	Hired Architect/Civil Engineer				
Photographs of the completed structure					
showing front, 2 sides and rear views (1 original)	Photo Shop/Center				
Professional License (3 photocopies)	Professional Regulation Commission (PRC)				
Professional Tax Receipt of Architect/Civil	City Treasurer's Office where the licensed				
Engineer (3 photocopies)	professional practice profession				
Owner's copy of Fire Safety Checklist and	Pasay City Bureau of Fire Protection (PCBFP)				



its corresponding FSEC (1 photocopy)	
Application form for Tax Declaration	ou - 1 or (0-0)
(1 original)	City Treasurer's Office (CTO)
Construction Contractor's Tax	City Treasurer's Office
If there are changes in the approved	
building plans:	
As-Built Plans reflecting all the changes/	Hired Architect/Civil Engineer, etc.
modifications/alteration/amendments made	
(1 original, 2 photocopies)	
For Certificate of Final Electrical	
Inspection (CFEI) Application:	
- Yellow Card (1 original)	Any Electrical Service Provider
 Issued Wiring/Electrical Permit/ 	CEO/OBO
Cert. of Final Electrical Inspection/	
Completion (1 original)	
- Approved Electrical Plan (1 original)	Any Electrical Service Provider
Representative:	
Duly filled-out Certificate of Occupancy	
Application Form:	
 Application form 	CEO/OBO
- Details of the form	Building Owner
Duly filled-up Unified Application Form for	
Certificate of Occupancy and Fire Safety	
Inspection Certificate (UAFCOFSIC):	
 Unified Application Form 	CEO/OBO
- Details of the form	Building Owner
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
representative (1 original)	LTO
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
person represented (Building Owner) (1 original)	LTO
Issued Building Permit and its Ancillary	
Permits (1 original)	CEO/OBO
Locational Clearance (1 photocopy)	CPDO
Duly Notarized Certificate of Completion,	
Daily Notarized Certificate of Completion,	
signed by the owner/applicant and sealed	Hired Architect/ Civil Engineer



Engineer in-charge of	construction				
(3 original)					
Approved Plans and Specifications		Building Owner			
(1 owner's copy)					
Fire Safety Checklist		BFP			
Signed and sealed co	nstruction logbook	Hired Architect/Civil Engineer			
(1 original)		Tilled Alchitect/Olvii Engineei			
- ·	completed structure				
showing front, 2 sides	and rear views	Photo Shop/C	Photo Shop/Center		
(1 original)					
Professional License		PRC			
Professional Tax Rec	eipt of Architect/Civil	City Treasure	r's Office where the	ne licensed	
Engineer (3 photocop		professional p	practice profession	า	
Owner's copy of Fire	Safety Checklist and	PCBFP			
its corresponding FSE	EC (1 photocopy)	1 0011			
Application form for T	ax Declaration	сто			
(1 original)					
Construction Contract	tor's Tax	СТО			
If there are changes	in the approved				
building plans:					
	As-Built Plans reflecting all the changes		ct/Civil Engineer,	etc.	
modifications/alteration	n/amendments made				
(1 original, 2 photocopies)					
For Certificate of Final Electrical					
Inspection (CFEI) Ap	pplication:				
- Yellow Card (1		Any electrical service provider			
- Issued Wiring/	Electrical Permit/	CEO/OBO			
Cert. of Final E	Electrical Inspection/				
Completion (1	• ,				
- Approved Elec	trical Plan (1 original)	•	service provider		
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit duly	1. Accept	None	30 Minutes	RAFAEL P. ISLES	
accomplished	application forms			Engineering Aide,	
Certificate of	together with the			(OSSCPAS,	
Occupancy	complete			CEO/OBO)	
Application Form	requirements.			Or.	
and UAFCOFSIC				or	



	together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1.1 Encode application in the system. 1.2 Issue the claim stub for client's application reference.			ARMAN P. BERNABE Administrative Aide IV, (OSSCPAS, CEO/OBO)
		1.3 Process Fire Safety Inspection Certificate (FSIC) and Certificate of Conformance (COC).	None	3 Days (waiting time prior to issuance of FSIC and COC)	OFFICERS OF THE DAY (OSSCPA, CPDO and Local BFP)
2.	Ensure availability during the scheduled inspection.	2. Conduct inspection to verify compliance with the approved plans and specifications: 2.1 Process the application upon completion of inspection.	None	3 Days	ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building Official, (CEO/OBO) ENGR. CARL BENEDICT A. CABANSAG Engineer III, (OSSCPAS, CEO/OBO) ENGR. CRISANTO M. MARTINEZ Engineer II, (OSSCPAS, CEO/OBO) ENGR. SALVADOR T. VILLARIN III



T		
		Engineer IV,
		(OSSCPAS,
		CEO/OBO)
		ARCH. IAN C.
		APOSTOL
		Architect II,
		(OSSCPAS,
		CEO/OBO)
		OLO/ODO)
		ENGR. ERWIN G.
		MAGTUBA
		Engineer III,
		(OSSCPAS,
		CEO/OBO)
		ENGR. MARVIN A.
		MONSALE
		Engineer I,
		(OSSCPAS,
		CEO/OBO)
		ENGR. NEREUS
		ALDRIN C.
		SANTIAGO
		Engineer III,
		(OSSCPAS,
		CEO/OBO)
		ENGR. JERSON
		VINCENT T.
		TECSON
		Engineer I,
		(OSSCPAS,
		CEO/OBO)
		ENOD DUANDY
		ENGR. RHANDY L.
		FARRE
		Engineer II,
		(OSSCPAS,
		CEO/OBO)



	2.2 Issue the Order of Payment upon completion of inspection.	None	5 Minutes	LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO) or ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)
3. Proceed to	3. Issue Official	Please see	5 Minutes	CASHIER
Window 3, Room	Receipt (OR) to	table below	o will lates	(OSSCPA)
311, OSSCPAS,	the client.	re: schedule		(3333.7.)
CEO/OBO, and	uie dient.	of fees.		
,		or iees.		
pay the fees due.	4 \/a=if : OD ====	Nina	E Minutes	NAA 1117 T
4. Present OR, and	4. Verify OR, and	None	5 Minutes	MA. LUZ T. NAZARREA
claim the	release the			Administrative Aide I
Certificate of	Certificate of			(OSSCPAS,
Occupancy.	Occupancy.			CEO/OBO)
				CLO/OBO)
				or
				MELANIE ANN R.
				ABRACOSA
				Administrative Aide I,
				(OSSCPAS,
				CEO/OBO)
	TOTAL:	*CORBA +	6 Days and	
		CF = TF	45 Minutes	
		or		
		COC/IBA +		
		CF= TF		
		<u>l</u>	l .	



or	
COIBA+ CF = TF	

^{*}Legend:

CORBA (Certificate of Occupancy for Residential Building Application) + CF (Computerization Fee) = TF (Total Fees)

COC/IBA (Certificate of Occupancy for Commercial/Industrial Building Application) + CF (Computerization Fee) = TF (Total Fees)

COIBA (Certificate of Occupancy for Institutional Buildings Application) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

TF = Building Description x Rate + Computerization Fee: PHP 20

Description	Rate
Residential Buildings	
Costing up to PHP 150,000	PHP 100
More than PHP 150,000 up to PHP 400,000	PHP 200
More than PHP 400,000 up to PHP 850,000	PHP 400
More than PHP 850,000 up to PHP 1,200,000	PHP 800
Every million or portion in excess of PHP 1.20 M	PHP 800
Commercial & Industrial Buildings	
Costing up to PHP 150,000	PHP 200
More than PHP 150,000 up to PHP 400,000	PHP 400
More than PHP 400,000 up to PHP 850,000	PHP 800



More than PHP 850,000 up to PHP 1,200,000	PHP 1,000
Every million or portion in excess of PHP 1.20 M	PHP 1,000
Institutional Buildings	
Costing up to PHP 150,000	PHP 150
More than PHP 150,000 up to PHP 400,000	PHP 250
More than PHP 400,000 up to PHP 850,000	PHP 600
More than PHP 850,000 up to PHP 1,200,000	PHP 900
Every million or portion in excess of PHP 1.20 M	PHP 900

9. Application for Entrance Examination

Securing application for Entrance Examination from the City University of Pasay. Passing the Entrance Test will qualify the student/s to enroll to any of the CUP offered courses.

Office or Division:	City University of Pasay (CUP)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Graduates of High	gh School, Transferees from other Colleges/Universities	
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE	
For Pasay Presidents			
Duly Accomplished App	lication Form:		
- Application Form	(1 original)	CUP Guidance Office	
 Detail/Information 	n to be indicated		
in the Application	n Form	Applicant (Graduates of High School, Transferees from other Colleges/Universities)	
\\-\tag{\chi_0}		other Colleges/Onliversities)	
Voter's ID Card or Voter's Certificate (1 photocopy)		COMELEC NCR 4th District	
F138/F137 or TOR (1 original)		Last Attended DEP-Ed or CHED Accredited School	
Barangay Clearance (1	original)	Barangay Hall	
2x2 colored ID picture (4	1pcs.)	From any Photo Shop	
Certificate of Good Moral Character (1 original)		Last Attended DEP-Ed or CHED Accredited School	
Birth Certificate (1 photocopy)		Philippine Statistics Authority (PSA)	
Envelope (1 long, brown)		Applicant (Graduates of High School, Transferees from	
		other Colleges/Universities)	
For Non-Pasay Reside	nts		



			T		
Di	uly Accomplished A - Application Fo	rm (1 original)	CUP Guidance	e Office	
	 Detail/Information to be indicated 				
	in the Applica	ation Form	Applicant (Gra other Colleges		chool, Transferees from
F1	138/F137 or TOR (1	original)			Accredited School
Ва	arangay Clearance	(1 original)	Barangay Hall		
2x	2 colored ID picture	e (4pcs.)	From any Pho	to Shop	
-	ertificate of Good Moriginal)	oral Character	Last Attended	DEP-Ed or CHED	Accredited School
	rth Certificate (1 ph	otocopy)	PSA		
	nvelope (1 long, bro		Applicant (Gra		chool, Transferees from
	CLIENT CTEDS	AGENCY	FEES TO	PROCESSING	PERSON
	CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
	Submit the requirements together with the duly accomplished application form to the assigned personnel at the CUP Guidance Office. Proceed to the CUP Cashier's Office for the payment of Examination fees.	1. Check the completeness and veracity of submitted requirements. 2. Issue Official Receipt (OR) based on submitted order of payment.	Undergradua te Courses = PHP 150 Masteral = PHP 300	12 Minutes 2 Minutes	PROF. KENNETH NYL C. ORESCO Guidance Services Specialist II (Guidance Office CUP) JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
3.	Present Official Receipt (OR) to the CUP Guidance Office for scheduling of the Entrance Examination.	3. Check and record student's name at the Records Book for the exact schedule of Entrance	None	3 Minutes	PROF. KENNETH NYL C. ORESCO Guidance Services Specialist II (Guidance Office CUP)



Examination.			
TOTAL:	Under- graduate Courses = PHP 150	17 Minutes	
	Masteral = PHP 300		

10. Application for Mayor's Clearance

Pasay City residents seeking employment in the country and abroad and those who are applying for firearm licenses may secure a Mayor's Clearance from the City Administrator's Office.

Office or Division:	City Administrator's	City Administrator's Office (ADMIN) Operations Division - Permits		
		and Clearance Section		
Classification:	Simple	Simple		
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	Residents who are e	eighteen (18)		
	REQUIREMENTS		WHERE TO SEC	URE
Fiscal's Clearance (1	<i>y</i>		utor's Office (CPO))
Police Clearance (1 or	<u> </u>	PNP Pasay		
Community Tax Certif		City Treasur	er's Office	
Applicants for police	and military		_	
service:		Regional Tri	al Court	
Regional Trial Court C	· • • • • • • • • • • • • • • • • • • •			
Applicants for firear		Office of the Barangay where the client resides		
Barangay Clearance (1 original)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete documentary requirements to the Receiving Section of the ADMIN.	Receive complete requirements then inform the client to wait for the processing of the request. 1.1 Prepare the Mayor's Clearance.	None	7 Minutes	NERELIE N. BAUTISTA Administrative Aide IV, (ADMIN)
	1.2 Forward the			



	clearance to the City Administrator for approval.			
2. Claim the Mayor's Clearance from the Receiving Section of the ADMIN.	2. Release the Mayor's Clearance to the client.	None	3 Minutes	NERELIE N. BAUTISTA Administrative Aide IV, (ADMIN)
	TOTAL:	None	10 Minutes	

11. Application for Sanitary/Excavation (Ground Preparation) Permits

Owners of proposed new construction of residential, commercial, industrial and institutional buildings shall secure Sanitary/Excavation (Ground Preparation) Permits for the installation of septic tank, underground fuel tank, etc. from the City Engineer's Office/Office of the Building Official prior to installation/excavation.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;		
	G2G – Government to Government		
Who may avail:		ential, commercial, industrial and institutional	
	buildings		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Ground Preparation			
Principal:			
Any valid government ID	card (1 original)	Bureau of Internal Revenue (BIR), Philippine	
		Postal Corporation (Post Office), Philippine	
		Statistics Authority (PSA), Social Security	
		System (SSS), Government Service Insurance	
		System (GSIS), Commission on Election	
		(COMELEC), Land Transportation Office (LTO)	
	(0 0 111 = = 0), = =============================		
Building and Design Plan	ns (1 original and	Any Licensed Professional/s:	
4 blue print copies):			
- Architectural		Architect	
- Civil/Structural		Civil Engineer	
- Sanitary/Plumbing		Sanitary Engineer	
- Geodetic/Survey		Geodetic Engineer	
Written consent (if for new construction)		Affected neighborhood within the vicinity (left,	



(1 original)	right, front and back)
Excavation and Ground Preparation Plan	Civil/Structural Engineer
(1 original)	Civil/Structural Engineer
Representative:	
Special Power of Attorney (1 original)	Person Represented (Building Owner)
Any valid government ID card of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
represented (1 original)	LTO
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
representative (1 original)	LTO
Building and Design Plans (1 original and 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey Written consent (if for new construction)	Geodetic Engineer Affected neighborhood within the vicinity (left,
(1 original)	right, front and back)
Excavation and Ground Preparation Plan	right, front and back)
(1 original)	Civil/Structural Engineer
Installation of Septic Tank, Cistern or	
Underground Tank	
Principal:	
Any valid government ID card (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Lot/Site Development Plan (1 original, 1 photocopy)	Any licensed Professional (Geodetic Engineer)
Signed and sealed Detailed Plans	Any licensed Professional (Sanitary
(1 original, 1 photocopy)	Engineer/Master Plumber)
Contractor's All Risk Policy Insurance with	Any Income Company
Official Receipt (1 original)	Any Insurance Company
Written consent (if for new construction)	Affected neighborhood within the vicinity (left,
(1 original)	right, front and back)
Representative:	
Special Power of Attorney (1 original)	Person Represented (Building Owner)
Any valid government ID card of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
represented (1 original)	LTO
Any valid government ID card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO



Lot/Site Development	Plan (1 original,	Any licensed	Professional (Geo	odetic Engineer)	
1 photocopy) Signed and sealed Detailed Plans		Any licensed Professional (Geodetic Engineer)			
(1 original, 1 photocopy)		Any licensed Professional (Sanitary Engineer/Master Plumber)			
Contractor's All Risk F	• /	Linginicei/ivias	ster i turriber)		
Official Receipt (1 orig	•	Any Insurance	e Company		
For new construction:		Affected neigl	hborhood within th	ne vicinity (left,	
Written consent (1 orig	ginal)	right, front and	d back)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	Accept the complete requirements and log the application. 1.1 Process the application.	None	15 Minutes 6 Days	RAFAEL P. ISLES Engineering Aide, (OSSCPAS, CEO/OBO) Or ARMAN P. BERNABE Administrative Aide IV, (OSSCPAS, CEO/OBO) ENGR. ERWIN G. MAGTUBA Engineer III (OSSCPAS, CEO/OBO)	
				ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building Official, (CEO/OBO) ENGR. CARL BENEDICT A. CABANSAG	



				Engineer III (OSSCPAS, CEO/OBO)
	1.2 Issue Order of Payment to the client.	None	15 Minutes	LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO)
				or
				ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue official receipt to the client.	Please see table re: schedule of fees below	5 Minutes	CASHIER (OSSCPA)
3. Present official receipt to Window 4, Room 311, OSSCPAS, CEO/OBO and claim the appropriate	3. Verify official receipt and release the appropriate Sanitary/ Excavation Permit.	None	15 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO)
Sanitary/ Excavation Permit.				MELANIE ANN R. ABRACOSA Administrative Aide I (OSSCPAS, CEO/OBO)
	TOTAL:	For less than 50.00 cu. meter: VEM + CF =	6 Days and 50 Minutes	



TF	
For more than 50.00 cu. meter:	
VEM + CB + CF = TF	

*Legend:

For less than 50.00 cu. meter:

VEM (Volume of Excavated Materials) + CF (Computerization Fee (CF) = TF (Total Fees)

For more than 50.00 cu. meter:

VEM (Volume of Excavated Materials) + CB (Cash Bond) + CF (Computerization Fee (CF) = TF (Total Fees)

SCHEDULE OF FEES			
Volume of Excavated Materials (VEM)			
Inspection and Verification Fee	PHP 200.00		
Per cu. meter of excavation	PHP 3.00		
CASH BOND (CB) For the first 50.00 cu.m and more than 2.00 meter in depth: In excess of 50 cu.m, 300.00 per cubic meter	PHP 50,000.00 PHP 300.00		
CF (Computerization Fee)	PHP 20.00		

12. Application for Signage Permit

Owners of commercial, industrial and institutional buildings should secure appropriate Signage Permit from the City Engineer's Office/Office of the Building Official prior to start of construction/installation.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;				
	G2G – Government to Government				
Who may avail:	All owners of commercial, industrial and institutional buildings				
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Principal:					
Duly accomplished application form signed					



her arm an and marks as is not by the arms of	
by owner and professional in charge of	
construction/installation	050/050
- Application form	CEO/OBO
- Details to be indicated in the form	Document Owner
Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Building Permit, if applicable (1 photocopy)	CEO/OBO
Occupancy Permit, if applicable (1 photocopy)	CEO/OBO
For new application, photos of installation	Building Owner
area (1 printed copy)	
For renewal, photos of existing signage	
(1 printed copy)	
Representative:	
Duly accomplished application form signed	
by owner and professional in charge of	
construction/installation	
 Application form 	CEO/OBO
 Details to be indicated in the form 	Document Owner
Any Valid Government Identification Card of the person represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Valid Government Identification Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Authorization letter (1 original and 1 photocopy)	Person being represented (Building Owner)
Building Permit, if applicable (1 photocopy)	CEO/OBO
Occupancy Permit, if applicable (1 photocopy)	CEO/OBO
For new application, photos of installation	Building Owner
area (1 printed copy)	
For renewal, photos of existing signage	
(1 printed copy)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit duly	1. Accept	None	15 Minutes	RAFAEL P. ISLES
accomplished	application form			Engineering Aide,
application form	and the complete			(OSSCPAS,
together with the	requirements.			CEO/OBO)
complete				or
requirements at				01
Window 1, Room				ARMAN P. BERNABE
311 or				Administrative Aide
OSSCPAS,				IV,
CEO/OBO.				(OSSCPAS,
				CEO/OBO)
	1.1 Process the	None	2 Days	ENGR. NEREUS
	application.			ALDRIN C.
	Sippinosition.			SANTIAGO
				Engineer III,
				(OSSCPAS,
				CEO/OBO)
				ENGR. JOHARI G. RANGIRIS
				OIC-City
				Engineer/Building
				Official,
				(CEO/OBO)
				,
	1.2 Issue Order of	BSP/ASP +	15 Minutes	LLOYD B. SORO
	Payment to the	CF = TF		Administrative Aide
	client.			IV,
				(OSSCPAS, CEO/OBO)
				CEO/OBO)
				or
				ROBERTO D.
				BERDIN
				Administrative
				Assistant I



				(OSSCPAS,
				CEO/OBO)
3. Proceed to	3. Issue official	Please see	5 Minutes	CASHIER
Window 3, Room	receipt (OR) to	table below		(OSSCPA)
311, OSSCPAS,	the client.	re: schedule		
CEO/OBO, and		of fees.		
pay the fees due.				
4. Proceed to	4. Verify OR, and	None	5 Minutes	MA. LUZ T.
Window 4, Room	release the			NAZARREA
311, OSSCPAS,	accessory			Administrative Aide I
CEO/OBO;	building permit.			(OSSCPAS,
present the OR;	banang panna			CEO/OBO)
and claim the				
				or
accessory				MELANIE ANNIE
building permit.				MELANIE ANN R.
				ABRACOSA
				Administrative Aide I,
				(OSSCPAS,
				CEO/OBO)
	TOTAL:	BSP/ASP +	2 Days and	
		CF = TF	40 Minutes	

Legend:

BSP/ASP (Business Signage Permit/Advertising Signage Permit) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES	
Business Signage Permit (BSP)	
Area up to 4.00 sq. meters of sign board area	PHP 120.00
Every sq. meter of fraction thereof in excess of 4.00 sq. m	PHP 24.00
Advertising Signage Permit (ASP) Display/signboard area	PHP 36.00
Computerization Fee (CF)	PHP 20.00



13. Application for Senior Citizen's Identification Card and Purchase Booklet

Senior Citizens who are residents of Pasay City may apply for the issuance of Senior Citizen's Identification Card (ID), together with Purchase Booklet, to avail the benefits provided to them by the law at the Office of the Senior Citizen's Affairs (OSCA).

Office or Division:	Office of the Senior Citizen's Affairs (OSCA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:		0 years old & above)		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
New Application:				
Principal				
Duly Accomplished Applicat	tion Form			
(1 original):				
 Application Form 		OSCA		
 Details/information to 	be indicated in	Senior Citizen/Client		
the application form				
Updated Voter's Registratio	n Record	COMELEC District Office which has jurisdiction		
(1 photocopy)		over the Barangay where the client resides		
Individual Record of Barang	ay Inhabitants	Barangay Hall where the client resides		
(1 photocopy)				
Latest 1x1 colored picture (3	<u> </u>	Photo Studio		
Birth Certificate (1 photocop	oy)	Philippine Statistics Authority (PSA)		
or				
Government-issued ID Card	d (1 photocopy in	BIR, Postal ID, Passport, National ID, PRC Card,		
case of discrepancy of the p	`	Driver's License, UMID Card, Pag-IBIG,		
information appearing in the		PhilHealth		
presented for verification pu				
FOR OVER 60 YEARS OLD				
Certificate of Cancellation o	r Certificate of No	OSCA of other Municipality		
Record where the senior for	merly resides	·		
(1 original)	•			
Duly Accomplished Applicat	tion Form			
(1 original):				
- Application Form		OSCA		
 Details/information to 	be indicated in	Senior Citizen/Client		
the application form				
Updated Voter's Registratio	n Record	COMELEC District Office which has jurisdiction		
(1 photocopy)		over the Barangay where the client resides		
Individual Record of Barangay Inhabitants		Barangay Hall where the client resides		



(1 photocopy)	
Latest 1 x 1 colored picture (3 original copies)	Photo Studio
Birth Certificate (1 photocopy)	Philippine Statistics Authority (PSA)
Birti Gertineate (1 priotocopy)	Trimppine Statistics Authority (1 G/t)
or	
Government-issued ID Card (1 photocopy in case of discrepancy of the personal information appearing in the documents presented for verification purpose)	BIR, Postal ID, Passport, National ID, PRC Card, Driver's License, UMID Card, Pag-IBIG, PhilHealth
Endorsement of Barangay Senior President (1 original)	Barangay Hall where the client resides
FOR OFW	
Passport with date of arrival (1 photocopy)	Senior Citizen/Client
Duly Accomplished Application Form (1 original):	0004
- Application Form	OSCA
Details/information to be indicated in the application form	Senior Citizen/Client
Individual Record of Barangay Inhabitants (1 photocopy)	Barangay Hall where the client resides
Latest 1 x 1 picture (3 original copies)	Photo Studio
Endorsement of Barangay Senior President (1 original)	Barangay Hall where the client resides
If Representative :	
Authorization Letter (1 original)	Person being represented (Senior Citizen)
Government-issued ID Card of the representative (1 photocopy)	BIR, Postal ID, Passport, National ID, PRC Card, Drivers License, UMID Card, Pag-IBIG, PhilHealth
Passport with date of arrival (1 photocopy)	Senior Citizen/Client
Duly Accomplished Application Form (1 original):	
 Application Form Details/information to be indicated in the application form 	OSCA Senior Citizen/Client
Individual Record of Barangay Inhabitants (1 photocopy)	Barangay Hall where the client resides
Latest 1 x 1 picture (3 original copies)	Photo Studio
Endorsement of Barangay Senior President (1 original)	Barangay Hall where the client resides
Application for replacement of ID and Purch	ase Booklet:
Principal	
Affidavit of Loss (1 original)	Notary Public
•	



Latest 1x1 colored picture (1 original)		Photo Studio			
Representative		D			
Affidavit of Loss (1 original)		Person being represented (Senior Citizen)			
	Latest 1x1 colored picture (1 original)		Photo Studio		
Authorization Letter (1 ori	<u> </u>	Person being represented (Senior Citizen)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit duly accomplished application form, together with the complete set of requirements, at the transaction window of OSCA located at the back of Pasay Derham Park and Sports Complex.	1. Accept, acknowledge receipt, and evaluate all the complete requirements submitted by the client.	None	3 Minutes	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA) EDGARDO V. ORDOÑEZ Administrative Aide I (OSCA)	
2. Wait for the processing of Senior Citizen ID Card and Purchase Booklet at the waiting area in front of the transaction window of OSCA.	2. Prepare the Identification Card and Purchase Booklet requested by the client.	None	10 Minutes	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA) EDGARDO V. ORDOÑEZ Administrative Aide I (OSCA)	
3. Claim the Senior Citizen ID Card and Purchase Booklet at the transaction window of OSCA	3. Release the Senior Citizen ID Card and Purchase Booklet to the client.	None	3 Minutes	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA) EDGARDO V.	



			ORDOÑEZ
			Administrative Aide I
			(OSCA)
Total:	None	16 Minutes	

14. Application for Special Program for the Employment of Students

Public Employment Service Office implements programs of the Department of Labor and Employment as mandated in Republic Act No. 7323 as amended by RA No. 9547, otherwise known as the Special Program for the Employment of Students (SPES) which aims to support poor but deserving students, including Out-of-School Youth intending to enroll, pursue their education by encouraging their "employment" during summer or Christmas vacation.

Office or Division:	Public Employment Service Office (PESO)					
Classification:	Simple					
Type of Transaction:	G2C – Government to C	G2C – Government to Citizen				
Who may avail:	Students, OSY's ages 1	5 to 30				
	REQUIREMENTS	WHERE TO SECURE				
Students:						
Duly Accomplished SPE	S Application Form					
(1 original):						
 Application Form 		PESO				
 Details of the For 	m	Student/Applicant				
Updated Resume (1 orig	jinal)	Student/Applicant				
Birth Certificate (1 photo	copy)	Philippine Statistics Authority				
Certificate of Grades (1)	photocopy)	School where the Student is currently enrolled				
Parent's Certificate of No	on-Filing of Tax	Bureau of Internal Revenue				
(1 photocopy)						
Certificate of Indigency (1 photocopy)	Office of the Barangay where the Student resides				
Out of School Youths:						
Duly Accomplished SPE	S Application Form					
(1 original):						
 Application Form 		PESO				
 Details of the Form 		Student/Applicant				
Updated Resume (1 original)		Student/Applicant				
Birth Certificate (1 photocopy)		Philippine Statistics Authority				
Certification as OSY (1 photocopy)		Office of the Barangay where the OSY resides or				
Certification as OST (1)	лосору)	Pasay Social Welfare and Development Office				
Certificate of Indigency (1 photocopy)	Office of the Barangay where the OSY resides				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit updated resume or duly accomplished SPES application form together with complete requirements at the receiving section of PESO.	Accept complete requirements. 1.1 Verify and evaluate authenticity of submitted documents.	None None	5 Minutes 5 Minutes	RECCE CATALINA J. PETILLA Administrative Aide I (PESO)
Proceed with the initial interview at PESO.	 2. Conduct initial interview to assess the qualification of the applicant. 2.1 Conduct career/ employment coaching to match the qualification of the applicant to 	None None	10 Minutes 10 Minutes	EDITHA O. FELIPE Senior Administrative Assistant II (PESO)
3. Proceed with the final interview at PESO.	the desired job. 3. Conduct final interview. 3.1 Approve application.	None None	5 Minutes 5 Minutes	ATTY. MARLA OLIVIA BELLO- ALOM PESO Manager (PESO)
	3.2 Orient job applicant.	None	5 Minutes	
	TOTAL:	None	45 Minutes	

15. Application for the Occupancy Award of a Market Stall

Pasay City residents may apply for the Occupancy Award of a Market Stall at the Pasay City Public Market before actual occupancy thereof and upon payment of necessary fees and charges.

Office or Division:	Pasay City Public Market (PCPM)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents who are eighteen (18) years old and above



CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE
Duly Accomplished Ap - Application Form - Details/informat	plication Form: n ion to be indicated in	Administration Office of Pasay City Public Market Applicant		
the application f Most recent 2" x 2" pict		Photo Shop		
Community Tax Certific Valid Identification Car			er's Office (CTO) ice, PSA, SSS, G	SIS, Pag-IBIG,
1 photocopy) DTI Registration Certifi	cate	LTO, DFA	of Trade and Indus	stry Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form together with complete requirements at the receiving section of Administration Office of PCPM located at the 1st Floor of Pasay City Public Market.	1. Accept and acknowledge receipt of complete requirements and transmit documents to the Officer-in-Charge.	None	5 Minutes	MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM) REYNALDO DC. SAN JUAN Administrative Aide I (PCPM)
2. Proceed to the Office of the Officer-in-Charge, and answer questions during the verification process.	 2. Conduct verification by asking some questions to the client relative to the submitted documents. 2.1 Show the map of available market stalls to the client. 2.2 Show the actual market stall that has 	None	30 minutes	TEODORO N. VELASCO Officer-In-Charge (PCPM) MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM)



	1	T	Т	,
	been chosen.			
	2.3 Issue Order			
	of Payment			
	and advise			
	the client to			
	pay 60 days			
	of daily rate			
	per square			
	meter,			
	security			
	deposits for			
	electric and			
	water.			
3. Proceed to the	3. Issue Official	Daily Fee	10 Minutes	CASHIER
Cashier of the City	Receipt (OR)	Rate per		(City Treasurer's Office)
Treasurer's Office	based on the	square		Office)
located at the	Order of Payment	meter (See		
2 nd floor of the	presented by the client.	table below		
Pasay City Mall	Ciletit.	for the daily		
and pay regulatory fee and Security		rate) x 60 days		
Deposit.		X 00 days		
рерози.		+		
		Eleatria		
		Electric		
		Security		
		Deposit (ESD)		
		– PHP		
		5,000.00		
		3,000.00		
		+		
		Materia		
		Water		
		Security		
		Deposit		
		(WSD) – PHP		
		3,000.00		
4. Present the OR to	4. Accept the OR	None	20 Minutes	REYNALDO DC.
the receiving	and prepare the			SAN JUAN
section of	Memorandum of			Administrative Aide I
Administration	Understanding			(PCPM)



Office of PCPM.	(MOU).			
				MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM)
5. Wait until the MOU has been processed and ready for signing.	5.Present the MOU to the client for signing then forward to the Office of the City Mayor for approval and to the City Legal Office for notarization.	None	20 Minutes 10 Days (waiting time prior to releasing of MOU)	MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM)
6. Claim the approved and notarized MOU from the receiving section of Administration Office of PCPM.	6. Issue the approved and notarized MOU to the client after signing in the logbook and in the receiving copy to be retained by the office.	None	10 Minutes	REYNALDO DC. SAN JUAN Administrative Aide I (PCPM)
	TOTAL:	Daily Fee Rate per square meter (See table below for the daily rate) x 60 days + ESD PHP 5,000.00	10 Days, 1 Hour, 35 Minutes	
		+ WSD PHP		



3,000.00	
=	
Total Fees	

SCHEDULE OF FEES:

DAILY RATE PER SQUARE METER					
Section	Square Meter	Rate/Sqm	Amount		
Wet Stall	2.61	58.320	₱152.22		
Dry Stall	1.50	54.675	₱82.01		
Eatery Stall (Min. 12 sq m)	12.00	43.740	₱ 524.88		
Ice Stall (Min. 15 sq m)	15.00	43.740	₱656. 1 0		
Rice Stall (Min. 15 sq m)	15.00	43.740	₱656. 1 0		
Groceries (Min. 8 sq m)	8.00	43.740	₽ 349.92		

16. Application for the Renewal of Occupancy Award of a Market Stall

Tenants/Stallholders shall apply for the renewal of their Occupancy Award to the Pasay City Public Market every January prior to the expiration of the three-year MOU.

Office or Division:	Pasay City Public Market (PCPM)		
Classification:	Highly Technical		
Type of Transaction:	G2B – Governmen	t to Business	
Who may avail:	Tenants/Stallholders		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Duly Accomplished Applie	cation Form:		
 Application Form 		Administration Office of Pasay City Public	
		Market	
 Details/information 	to be indicated in	Tenant/Stallholder	
the application form	m		
Most recent 2" x 2" pictur	e (2colored)	Photo Shop	
Business Permit with Cor	mmunity Tax	Business Permit and Licensing Office	
Certificate (1 photocopy)			
Old Memorandum of Und	erstanding	РСРМ	
(1 original), if available		1 Of IVI	
Certification/Clearance from monetary		City Treasurer's Satellite Office, Pasay Mall	
obligation (1 photocopy)		Only Treasurer's Gateline Office, I asay Mail	
Certification of Registered	d Market	PCPM Office	
Stallholders (1 photocopy	')		



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit duly accomplished application form together with complete requirements at the receiving section of Administration Office of PCPM located at the 1st Floor of Pasay City Public Market.	Accept and acknowledge receipt of application form together with complete requirements.	None	15 Minutes	REYNALDO DC. SAN JUAN Administrative Aide I (PCPM)
2.Wait until the MOU has been processed and ready for signing.	2. Present the MOU to the client for signing then forward the signed MOU to the Office of the City Mayor for approval and to the City Legal Office for notarization.	None	30 Minutes 10 Days (waiting time prior to releasing of MOU)	MARJORIE ANN M. SAN LUIS Market Inspector I (PCPM) TEODORO N. VELASCO Officer-In-Charge (PCPM
3. Claim the approved and notarized MOU from the receiving section of Administration Office of PCPM.	3. Issue the approved and notarized MOU to the client after signing in the logbook and in the receiving copy to be retained by the office.	None	10 Minutes	REYNALDO DC. SAN JUAN Administrative Aide I (PCPM)
	TOTAL:	None	10 Days and 55 Minutes	



17. Application for Working Permit

All employees working within the territorial jurisdiction of Pasay City are mandated by laws and local ordinances to secure the necessary Work Permit from the Business Permits and Licensing Office, and to pay the corresponding fees thereof. The Work Permit must then be renewed annually (Calendar Year).

Rusiness Permits and Licensing Office (RPLO)

Office or Division:	Business Permits	Business Permits and Licensing Office (BPLO)			
Classification:	Simple				
Type of Transaction:	G2C – Governme	ent to Citizen			
Who may avail:		working in the private business establishments			
CHECKLIST OF REQ	UIREMENTS		WHERE TO S	ECURE	
Duly filled-out application f	orm:				
Application FormDetails of the form		BPLO Document (Owner		
Police Clearance (1 scann original)	ed copy of the	Pasay City	Police Station (PC	CPS)	
Health Certificate (1 scann original)	ed copy of the	City Health	Office (CHO)		
Parental Consent and affid	lavit of	Parent/Gua	rdian of the Privat	te Employee	
Guardianship for minor app	plicants				
(1 scanned copy of the orig	ginal)				
CLIENT STEPS AG	ENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
application form and submit all to required red documents at windows 1 or 2 of the transaction window of BPLO	Receive the application ogether with the equired locuments for rerification. 1.1 Encode the data of the applicant and provide a transaction number.	None	30 Minutes	MERIAN A. LUMAGBAS Administrative Aide I (BPLO, Satellite Office) CLARA ELEAZAR Administrative Aide I (BPLO) ANGELO A. EVANGELISTA Administrative Assistant I (BPLO) ANDREW M. ARGUELLES Administrative Aide I (BPLO)	



2. Proceed for payment to window 3 of the of the transaction window of BPLO or Government Service Express (Satellite Office) located at 2 nd Floor, North Wing, SM Mall of Asia.	2. Receive payment together with the transaction number issued by the BPLO.	Please refer to the table of fees below	45 Minutes	CASHIER City Treasurer's Office/Satellite Office
3. Claim the work permit at window 5 of the transaction window of BPLO or Government Service Express (Satellite Office) located at 2 nd Floor, North Wing, SM Mall of Asia.	3.Release the applicant's work permit.	None	10 Minutes	MERIAN A. LUMAGBAS Administrative Aide I (BPLO, Satellite Office) CLARA ELEAZAR Administrative Aide I (BPLO) RIZALIN O. SENDINO Nursing Attendant I (BPLO) REZELL P. SUAMER Administrative Aide I (BPLO)
TOTAL:		Please refer to the table of fees below	1 Hour and 25 Minutes	, ==,

POSITION	FEE	POSITION	FEE	POSITION	FEE
Account Executive	PHP 100	Carpenter	PHP 40	e-Learning developer	PHP 100
Accountant	PHP 100	Cashier	PHP 40	electrician	PHP 40
Accounting Assistant	PHP 100	CCTV operator	PHP 40	embalmer	PHP 60
Accounting Clerk	PHP 100	Chambermaid	PHP 40	emergency medical	PHP 100



				technician	
Accounting Office	PHP 100	Checker	PHP 40	Employee Services Specialist	PHP 100
Administration Officer	PHP 100	Chef cook	PHP 100	Encoder	PHP 40
Administrative Assistant	PHP 100	Chef de Cuisine	PHP 100	Engineer	PHP 100
Advance Ticketing Staff	PHP 40	Chef de parte	PHP 100	Entertainer	PHP 100
Aesthetician	PHP 100	Chief steward	PHP 100	Environmental officer	PHP 100
Airport Representative	PHP 100	Chief cook	PHP 100	Events assistant	PHP 100
Analyst	PHP 100	Choreographer	PHP 100	Events officer	PHP 100
Appraiser	PHP 100	Clerk	PHP 40	Executive assistant	PHP 100
Artist	PHP 40	Communication trainer	PHP 100	Executive chef	PHP 100
Assistant Auditor	PHP 100	Community support agent	PHP 100	Executive housekeeper	PHP 100
Assistant Cook	PHP 60	Conductor	PHP 40	Executive officer	PHP 100
Assistant Director	PHP 100	Consultant	PHP 100	Executive steward	PHP 100
Assistant General Manager	PHP 100	Convention officer	PHP 100	Factory worker	PHP 40
Assistant Manager	PHP 100	Cook	PHP 60	Film booking assistant	PHP 100
Assistant Pantry	PHP 60	Coordinator	PHP 100	Finance officer	PHP 100
Assistant Supervisor	PHP 100	Cost control assistant	PHP 100	Financial planning	PHP 100
Audit Associate	PHP 60	Cost controller	PHP 100	Fitness attendant	PHP 100
Auditor	PHP 100	Counter clerk	PHP 40	Fitness instructor	PHP 100
Bagger	PHP 40	Counter crew	PHP 40	Floor manager	PHP 100
Baker	PHP 60	Courier	PHP 40	Florist	PHP 40
Bar Attendant	PHP 40	Crewing assistant	PHP 40	Food attendant	PHP 60
Barber	PHP 40	Custodian	PHP 60	Food handler	PHP 60
Barista	PHP 100	Customer assistant	PHP 100	Food preparation	PHP 60
Barmaid	PHP 100	Customer	PHP 100	Food safety	PHP 100



		relation officer		officer	
Bartender	PHP 100	Customer relation services representative	PHP 100	Foot spa	PHP 40
Beautician	PHP 40	Customer service agent	PHP 40	Foreman	PHP 100
Beauty consultant	PHP 100	Customer service assistant	PHP 60	Forklift operator	PHP 60
Bell Man	PHP 40	Customer service officer	PHP 100	Front desk attendant	PHP 100
Bet Collector	PHP 40	Customer service representative	PHP 100	Front desk clerk	PHP 100
Boat crew	PHP 40	Customer support advisor	PHP 40	Front desk officer	PHP 100
Body washer	PHP 100	Dance instructor	PHP 100	Front office agent	PHP 100
Bookkeeper	PHP 100	Dancer	PHP 100	Gaffer	PHP 40
Bouncer	PHP 40	Data analyst	PHP 100	Gallery attendant	PHP 60
Busboy	PHP 40	Delivery man	PHP 40	Gardener	PHP 40
Busgirl	PHP 40	Dentist	PHP 100	Gasoline boy	PHP 40
Butcher	PHP 40	Design officer	PHP 100	General manager	PHP 100
Butler	PHP 40	Design specialist	PHP 100	Graphic designer	PHP 100
Butler officer	PHP 100	Dietary helper	PHP 60	Guest relation officer	PHP 60
Caddie	PHP 40	Dietitian	PHP 60	Gym attendant	PHP 100
Cake decorator	PHP 40	Director	PHP 100	Gym instructor	PHP 100
Call center agent	PHP 100	Disc jockey	PHP 100	Hair stylist	PHP 100
Captain waiter	PHP 100	Dishwasher	PHP 40	Hairdresser	PHP 40
Captain waitress	PHP 100	Dispatcher	PHP 40	Home retention specialist	PHP 100
Car wash attendant	PHP 40	Doorman	PHP 40	Hospitality girls / pink card	PHP 100
Car dealer	PHP 100	Driver	PHP 40	Housekeeper	PHP 40
Housekeeper admin	PHP 100	Nutritionist	PHP 100	Researcher	PHP 100
Human resource officer	PHP 100	Officer-In- Charge	PHP 100	Reservation agent	PHP 100
Human resource assistant	PHP 100	Operation assistant	PHP 100	Reservation associate	PHP 100
Hygiene officer	PHP 100	Operation	PHP 100	Reservation	PHP 100



		officer		officer	
Imaging associate	PHP 40	Operation specialist	PHP 100	Rider	PHP 40
Inflight attendant	PHP 60	Operator	PHP 100	Rides attendant	PHP 40
Instructor	PHP 100	Optometrist	PHP 100	Rides operator	PHP 40
Internal security	PHP 40	Organizer	PHP 100	Rinkman	PHP 60
Interpreter	PHP 100	Painter	PHP 40	Room attendant	PHP 40
Inventory clerk	PHP 100	Pantry crew	PHP 60	Roomboy	PHP 40
Inventory officer	PHP 100	Pastry chef	Safety & maintenance officer		PHP 100
Investor Relations Officer	PHP 100	Pathologist	PHP 100	Sales clerk	PHP 40
IT Officer	PHP 100	Pc operator	PHP 100	Sales crew	PHP 40
IT Specialist	PHP 100	Performance analyst	PHP 100	Sales demo	PHP 60
IT Technical Support	PHP 100	Performance coach	PHP 100	Sales executive	PHP 100
Janitor	PHP 40	Performer	PHP 100	Sales officer	PHP 100
Janitress	PHP 40	Pharmacist	PHP 100	Sales utility clerk	PHP 40
Kitchen Helper	PHP 40	Pharmacist assistant	PHP 100	Saleslady	PHP 40
Laborer	PHP 40	Photographer	PHP 40	Sanitation officer	PHP 100
Lady guard	PHP 40	Physical therapist	PHP 100	Seamstress	PHP 40
Lady keeper	PHP 40	Physician	PHP 100	Secretary	PHP 40
Lineman	PHP 40	Plant technician	PHP 100	Security	PHP 40
Laundry attendant	PHP 40	Plumber	PHP 40	Security guard	PHP 40
Laundry man	PHP 40	Porter	PHP 60	Security officer	PHP 100
Laundry service officer	PHP 100	Processing specialist	PHP 100	Senior corporate trainer	PHP 100
Liaison officer	PHP 100	Production assistant	PHP 100	Service agent	PHP 60
Linen attendant	PHP 40	Production coach	PHP 100	Service ambassador	PHP 100
Lifeguard	PHP 40	Production Crew	PHP 60	Service attendant	PHP 60
Locker attendant	PHP 40	Production Officer	PHP 100	Service crew	PHP 60
Machine operator	PHP 40	Programmer	PHP 100	Sewer	PHP 40
Maintenance	PHP 40	Project Analyst	PHP 100	Signer	PHP 100



	T	T		T T	7
Management representative	PHP 100	Projectionist	PHP 100	Slot ambassador	PHP 100
Management trainee	PHP 40	Promo Girl	PHP 40	Software engineer	PHP 100
Manager	PHP 100	Promodizer	PHP 40	Special investigator	PHP 100
Manicurist	PHP 40	Promotion Ambassador	PHP 100 Specialist		PHP 100
Marketing assistant	PHP 100	Property Custodian	PHP 40 Specialty portfolio servicing		PHP 100
Marketing manager	PHP 100	Proprietress	PHP 100	Staff	PHP 40
Marketing officer	PHP 100	Public Attendant	PHP 40	Steward	PHP 40
Marketing service assistant	PHP 100	Public Relation Officer	PHP 100	Stock clerk	PHP 40
Mason	PHP 40	Pump Attendant	PHP 40	Stockman	PHP 40
Massage attendant	PHP 100	Purchaser	PHP 100	Store clerk	PHP 40
Massage therapist	PHP 100	Purchasing officer	PHP 100	Supervisor	PHP 100
Mechanic	PHP 40	Quality Control	PHP 100	Supply and logistic assistant	PHP 100
Medical Technologist	PHP 100	Rad Tech	PHP 40	Swimming pool attendant	PHP 40
Membership associate	PHP 100	Radiologist	PHP 100	System Administrator	PHP 100
Merchandiser	PHP 40	Receiving Clerk	PHP 40	Tailor	PHP 60
Messenger	PHP 60	Receiving Officer	PHP 100	Teacher	PHP 100
Model	PHP 100	Receptionist	PHP 60	Team leader	PHP 60
Multimedia Specialist	PHP 100	Recruitment promoter	PHP 100	Team member	PHP 60
Nurse	PHP 60	Reflexologist	PHP 100	Technical service support	PHP 60
Nursing Aide	PHP 60	Repair man	PHP 40	Technical writer	PHP 40
Technician	PHP 60	Telephone operator	PHP 40	Tinsmith	PHP 40
Tour guide	PHP 100	Trainee (OJT)	PHP 40	Training Officer	PHP 100
Treasury assistant	PHP 100	Usher	PHP 60	Usherette	PHP 60
Utility	PHP 40	Vendor	PHP 40	VIP Services Officer	PHP 100
Valet Parker	PHP 40	VIP Host	PHP 100	Waiter	PHP 60
Waitress	PHP 60	Web Developer	PHP 100	X-ray Technician	PHP 100



Warehouse man F	PHP 40 Welder	PHP 40	
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18. Applying for a New or Updated Tax Declaration

Taxpayer/s (*Property Owner/s*) must apply for the issuance of a new Tax Declaration/s (TD/s) for newly constructed building/s and newly installed machineries. Upon transfer of ownership of real property or the subdivision or consolidation of ownership thereof, the new owner/s must also apply for a new tax declaration to update the records of the City Government. The City Assessor's Office likewise conducts field inspection to assess the value of the real property. The new TD serves as the city's permanent record on real property unit and used for the computation of real property tax.

Office or Division:	City Assessor's Office (CAssrO)				
Classification:	Simple				
Type of	G2C – Government	to Citizen			
Transaction:					
	Property Owner/s				
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE			
NEW TAX DECI	_ARATIONS				
Valid Government Issue	ed Identification	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,			
Card (1 photocopy)		COMELEC, OSCA-LGU			
Approved Building Plan		City Engineer's Office			
(1photocopy/blueprint)		0 1 0 (0 0			
Building and Occupance	y Permit	City Engineer's Office (CEO)			
(1 photocopy)	0 1:	D 0//			
Barangay Certificate of	Ownersnip	Barangay Office			
(1 original copy)		0'' A			
Duly Notarized Affidavit	•	City Assessor's Office-Appraisal & Assessment Division			
(1 original copy) & Swo	m Statement	Division			
(1 set)	t for the List of	City Assessor's Office Approical & Assessment			
Duly Notarized Affidavi		City Assessor's Office-Appraisal & Assessment Division			
machineries installed w details (1 original)	itir corresponding	DIVISION			
UPDATING TAX DI	ECI ADATIONS				
Letter Request for prop		Property Owner			
re-assessment of prope		Lioperty Owner			
copy)	ones (i onginal				
	sale donation	Property Owner			
Deed of Conveyance (sale, donation, inheritance, etc.):					
For titled properties (1)	ahatacany)				
For government owned					
Certificate of Real Prop		City Treasurer's Office (CTO)			
Clearance, Transfer Ta					
(1 photocopy)	. a.ia iiailoioi i 00				
(· p. · o · o o o p) /					



revenue (eCAR - Ce	Clearance from Bureau of Internal revenue (eCAR - Certificate Authorizing		Bureau of Internal Revenue (BIR)			
Transfer of Certificat Newly Issued (1 photocopy) Previously Issued registration (1	Registration) (1 photocopy) Transfer of Certificate of Title (TCT) Newly Issued – current year (1 photocopy) Previously Issued TCT a year after registration (1 Certified Copy)		wner/Registry of			
Description (for segrent consolidation) (1 pho	otocopy)	Land Registration Authority/Geodetic Engineer				
Affidavit of Publication settlement) (1 photo-	`	Property O	wner			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit all requirements to the assigned personnel of the City Assessor's Office-Administrative and Assessment Records Management Division.	 Record the documents and endorse the applicant to the Deputy-in-Charge (LAOO) of the area where the property is located. Thereafter, Issue claim stub to the applicant. 	None	10 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MARIA INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO)		
2. Secure and accomplish Affidavit of Ownership & Sworn Statement from the City Assessor's Office-Appraisal & Assessment	2. Issue affidavit of ownership / Sworn Statement to the applicant; and set time and date of site inspection.	None	10 Minutes	ALADDIN LAUREANO M. GALGAO Local Assessment Operations Officer IV (CASSTO) TERESITA J. BUENAFE Local Assessment Operations Officer III (CASSTO) PERLA B. AÑONUEVO Local Assessment		



Division.				Operations Officer II (CAssrO)
				NONA C. TUAZON Local Assessment Operations Officer II (CAssrO)
				ARNULFO P. MALINAO Tax Mapper I (CAssrO)
				ROSALINDA C. GRAVIDEZ <i>Tax Mapper I</i> (CAssrO)
3. Attend the Property Site Inspection & Verification based on the	3. Conduct the inspection of the building or machinery to be assessed.	None	2 Hours	Deputy-in-Charge of the area/s where the property is located (CAssrO)
agreed time, and date thereof.	3.1 Prepare, review and sign the Field Appraisal	None	30 Minutes	Deputy-in-Charge of the area/s where the property is located (CAssrO)
	Assessment Sheet (FAAS)			ALADDIN LAUREANO M. GALGAO Local Assessment Operations Officer IV (CAssrO)
				ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor II (CAssrO)
	3.2 Assign a permanent Property Identification	None	10 Minutes	ARNULFO P. MALINAO Tax Mapper I (CAssrO)
	Number (PIN) of the FAAS			ROSALINDA C. GRAVIDEZ Tax Mapper I (CAssrO)



				FLORO D. HERNANDO Tax Mapping Aide I (CAssrO)
	3.3 Prepare and process the Tax Declaration	None	30 Minutes	MARISSA R. BACAMANTE Administrative Aide I (CAssrO)
				RICARDO G. ESTANILAO Data Controller IV (CAssrO)
				CARMELITA C. BELTRAN Assessment Clerk II (CAssrO)
				ANTHONY A. ABABA Data Controller I (CAssrO)
				GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO)
				ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor (CAssrO)
4 Present the claim stub to the assigned personnel of	4. Release the New Tax Declaration to the applicant.	None	5 Minutes	MARISSA R. BACAMANTE Administrative Aide I (CAssrO)
the City Assessor's				GENALYN C. DELA CRUZ
Office- Administrative				Administrative Officer IV (CAssrO)
and Assessment				
Records Management Division.				



TOTAL:	None	3 Hours and	
		35 Minutes	

19. Applying for Accreditation of Non-Government and People's Organization (NGO)

Applying for accreditation of Non-Government and People's Organization at the Office of the Secretary to the Sangguniang Panlungsod.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod (SP)				
Classification:	Simple				
Type of Transaction:	G2C - Government to	Citizen			
Who may avail:	Non-Government and	d People's Organization/s			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Duly Accomplished Forn	n (1 original)				
- Application Form		Office of the Secretary to the SP			
 Details to be indic 		Applicant (NGO)			
Duly approved Board Re		Applicant (NGO)			
intention for accreditation	• •				
representation in the loc	al special body				
(1 CTC)					
Certificate of Registration		Securities Exchange Commission; Cooperatives			
Accreditation (1 photoco	py)	Development Authority; Department of Labor and			
		Employment; Department of Social Welfare and Development; Department of Health; Department			
		of Agriculture; Department of Agrarian Reform;			
		Department of Education; Department of the			
or		Interior and Local Government; National			
		Commission on Indigenous Peoples; National			
		Housing Authority; Insurance Commission;			
		Philippine Regulatory Commission; and			
		Department of Human Settlements and Urban			
		Development; and others			
in the case of Indigenous					
Organizations, certification issued by NCIP		_			
(1 photocopy)		National Commission on Indigenous Peoples			
List of current Officers and Members		Applicant (NGO)			
(1 original)		4 11 (0100)			
For existing Civil Society		Applicant (NGO)			
Minutes of the Annual M	•				
immediately preceding y	ear as certified by the				



organizations' board se (1 original or CTC)	cretary			
Annual Accomplishmen	For existing Civil Society Organizations, Annual Accomplishment Report for the immediately preceding year		GO)	
For existing Civil Society Organizations, Financial Statement, at the minimum, signed by the executive officers of the organization, also of the immediately preceding year, and indicating therein other information such as the source(s) of funds (1 original)		Applicant (NG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit all the necessary requirements required by the DILG to the Office of the Secretary to the SP.	Receive and review all requirements submitted by the applicant.	None	2 Minutes	RAELYN JOY D. GATCHALIAN Board Secretary II (Office of the Secretary to the SP)
2. Wait for the inclusion of your application in the agenda of the Sangguniang Panlungsod regular session.	 Include the application in the agenda of the Sangguniang Panlungsod regular session and refer it to concerned Committees for Committee Hearing. Schedule regular session/s and advise the client on the date thereof. 	None	2 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)



3. Wait to be notified on the schedule of committee hearing by the Office of the Secretary to the SP.	3. Conduct a Committee Hearing for approval of the application for accreditation	None	1 Hour	ATTY. JASMIN KRIZA B. BALDO City Government Department Head I (Office of the Secretary to the SP)
4. Attend the regular session at the City Council Session Hall.	4. Conduct of regular session for the approval of resolution.	None	1 Hour	VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA City Government Department Head II, (Office of the Secretary to the SP)
5. Wait for the issuance of certificate of accreditation and approved resolution on your application at the Office of the Secretary to the SP.	5. Prepare the Certificate of Accreditation and the Resolution duly signed by all members of Sangguniang Panlungsod.	None	5 Minutes	VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA City Government Department Head II, (Office of the Secretary to the SP)
6. Claim the Certificate of Accreditation and corresponding certified true copy of approved Resolution from the	6. Release the Certificate of Accreditation and corresponding certified true copy of approved Resolution to the	None	2 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP) RAELYN JOY D.
Office of the Secretary to the SP.	client.			GATCHALIAN Board Secretary II (Office of the Secretary to the SP)
	TOTAL:	None	2 Hours and 11 Minutes	



20. Applying for New Health Certificate

A health certificate is issued by the City Health Office to all employees of business establishments operating in Pasay City in compliance with the provisions of the Code on Sanitation of the Philippines (PD 856) and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

Office or Division:	City Health Office	City Health Office (CHO)					
Classification:	Simple	,					
Type of Transaction:	G2C – Governme	ent to Citizen					
Who may avail:	All						
CHECKLIST OF RE		WHERE TO S	SECURE				
Duly Accomplished Wo - Work Permit For - Information/detain the Work Permit Latest Chest X-ray (1 of within 3 months from the work in the work Permit	Business Permits and Licensing Office (BPLO) Applicant DOH-accredited hospital/clinic						
examination							
Dental Certificate (1 original food handlers or	ly		lited dental clinic				
(1 original) *for pink car	Venereal Disease Examination (1 original) *for pink card holders only		Dr. Lagrosa Health Center				
1" x 1" recent colored p	, , ,	Photo Studio					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit complete set of requirements at Environmental Sanitation Services Office (Room 106, Pasay City Hall).	1. Acknowledge the submission and evaluate all the requirements.	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO) RETCHEL S. BAINTO			



				T
				(CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
2. Proceed to City Treasurer's Office (Room 102) for the payment of fees.	Issue official receipt of payment to the client.	Office receipt of payment to the client. HIVOF - LF + CF N (Please refer to the	= e	CASHIÉR (CTO)
		schedule fees belov		
Return to Room 106 of Pasay City Hall to attend HIV-	3. Conduct HIV/AIDS orientation.	oom 3. Conduct None ay City HIV/AIDS	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
AIDS Orientation.		tation.		BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)



				ALEX T. MONTEMAYOR
				Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
Present original laboratory results and official receipt	4. Process the request:	None	10 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
of payment at the City Health Office.	4.1 Verify and receive all laboratory results submitted by			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
	the applicant. 4.2 Issue claim stub to the			BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
	client.			ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)



	T	T		
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
5. Proceed to Room 106 of Pasay City Hall on the date and time indicated on the claim stub.	5. Release the approved Health Certificate and return all original documentary requirements to the client.	None	*For those who applied from 8:00 AM to 12:00 PM - approved Health Certificate will be released on the same day of application *For those who applied from 12:01 PM to 5:00 PM - approved Health Certificate will be released on the following day	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) ALEX T. MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE Sanitation Inspector I (CHO) GEORGE T. EFONDO Sanitation Inspector I (CHO) JOSE DANIEL R. RESTAURO IV Sanitation Inspector I
	TOTAL:	HRF A+	42 Minutes	(CHO)
	TOTAL.	HIVOF + LF + CF =PHP 160	42 Milliules	



HRF B +	
HIVOF +	
LF + CF =	
PHP 180	
HRF C +	
HIVOF +	
LF + CF =	
PHP 220	

*Legend:

HRF (Health Registration Fee) **+ HIVOF** (HIV Orientation Fee) **+ LF** (Laboratory Fees: Urinalysis & Fecalysis) **+ CF** (Computerization Fee) **= N** (Total Fees)

SCHEDULE OF FEES

Orientation, Laboratory and Computerization Fees:

- HIV/AIDS Orientation fee PHP 50
- Urinalysis fee PHP 30
- Fecalysis fee PHP 20
- Computerization fee PHP 20

Health Registration fee per type of worker:

- A (Staff, Clerk, Cashier, etc.) PHP 40
- B (Service Crew, Waiter, Waitress, Service Ambassador, etc.) PHP 60
- C (Manager, Asst. Manager, Supervisor, etc.) PHP 100

21. Applying for Sanitary Permit (New Applicants)

A Sanitary Permit is the permission or certification in writing of the City Health Officer or in his absence the Chief or Head of the Sanitation Division/Section/Unit of the City Health Office, that the establishment has complied with the existing sanitation requirements upon evaluation or inspection conducted in accordance with Presidential Decree Numbers 522 and 856 and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

Office or Division:	City Health Office (CI	HO)
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business	
Who may avail:	Business Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



	T
For manufacturers, traders, importers,	
wholesalers and outlets of Processed Food	
(bakery, food manufacturing, bottling,	
canning, including fortified foods); Drugs	
(herbal medicines & traditionally used herbal	
products); Herbal Food Products/Herbal	
Dietary Supplements; Medical Devices;	
Cosmetics; Household Hazardous	
Substances; Bottled water; and Toys	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	3 - 11 (1,
Latest Microbiological examination result of	Department of Health (DOH)-Accredited Water
establishment's water supply (Point-of-use)	Laboratory
(1 original)	
Latest Service Report and existing contract	Food & Drug Administration (FDA)-Accredited
with licensed pest control operator	Pest Control Operator
(1 original)	Took Common Operator
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	6116
examination results	
(1 original)	
License to Operate (1 original)	FDA
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	Totoli Ropiodolilea (Basilisco Gwiler)
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Person Represented (Business Owner)
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the Sanitary Permit Form Rusiness Permit and/or its Official Peccint	BPLO
Business Permit and/or its Official Receipt	DFLO
for the current year (1 original)	DOLL A sound little d Material Share to a
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	EDA Association in the Library Country I Country
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	



(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results	
(1 original)	
License to Operate (1 original)	FDA
For mobile service providers of Desludging	
Services/Treatment and Disposal Facilities	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	·
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results	
(1 original)	
Environmental Sanitation Clearance	Department of Health (DOH)
(1 original)	
Contract with Treatment Facility & Disposal	Business Owner
Site (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	



with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original) Environmental Sanitation Clearance (1 original) Contract with Treatment Facility & Disposal Site (1 original) For stationary service providers of Desludging Services/Treatment and Disposal Facilities): Principal Duly Accomplished Sanitary Permit (1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original) Environmental Sanitation Clearance (1 original) Environmental Compliance Certificate (1 original) Certification of Accredited Pollution Control Officer (1 original) Certification of Accredited Pollution Control Officer (1 original) Representative Authorization Letter (1 original) Person Represented (Business Owner)	Latest Service Penert and existing contract	EDA Accredited Post Control Operator
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Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original) Environmental Sanitation Clearance (1 original) Environmental Compliance Certificate (1 original) Clearance/Discharge Permit (1 original) Certification of Accredited Pollution Control Officer (1 original) Representative Authorization Letter (1 original) CHO DOH CHO DOH Leguration of Environment and Natural Resources (DENR) Laguna Lake Development Authority (LLDA) LLDA or DENR Person Represented (Business Owner)	with licensed pest control operator	
including their latest X-ray, urine and stool examination results (1 original) Environmental Sanitation Clearance (1 original) Environmental Compliance Certificate (1 original) Clearance/Discharge Permit (1 original) Certification of Accredited Pollution Control Officer (1 original) Representative Authorization Letter (1 original) Person Represented (Business Owner)	(1 original)	
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(1 original) Environmental Compliance Certificate (1 original) Clearance/Discharge Permit (1 original) Certification of Accredited Pollution Control Officer (1 original) Representative Authorization Letter (1 original) Department of Environment and Natural Resources (DENR) Laguna Lake Development Authority (LLDA) LLDA or DENR Person Represented (Business Owner)	examination results (1 original)	
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Certification of Accredited Pollution Control Officer (1 original) Representative Authorization Letter (1 original) Person Represented (Business Owner)		Laguna Lake Development Authority (LLDA)
Representative Authorization Letter (1 original) Person Represented (Business Owner)		
Representative Authorization Letter (1 original) Person Represented (Business Owner)	Officer (1 original)	
	Authorization Letter (1 original)	Person Represented (Business Owner)
	(if representative)	
Duly Accomplished Sanitary Permit	,	
(1 original)		
- Sanitary Permit Form CHO	, -	СНО



 Information/details to be indicated in the Sanitary Permit Form 	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Environmental Sanitation Clearance (1 original)	DOH
Environmental Compliance Certificate (1 original)	DENR
Clearance/Discharge Permit (1 original)	LLDA
Certification of Accredited Pollution Control Officer(1 original)	LLDA or DENR
For food serving establishments and	
markets:	
Principal	
Duly Accomplished Sanitary Permit (1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in the Sanitary Permit Form 	Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (for free standing establishments) (1 original)	LLDA
Sanitation Standard (for establishments inside an airport/port) (1 original)	Bureau of Quarantine



Annual Physical/Chemical Examination Result of establishment's water supply	DOH-Accredited Water Testing Center
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	(11 11)
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	0110
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	LLDA
Clearance/Discharge Permit (for free standing establishments) (1 original)	LLDA
Sanitation Standard (for establishments	Bureau of Quarantine
inside an airport/port) (1 original)	Dureau or Quarantine
Annual Physical/Chemical Examination	DOH-Accredited Water Testing Center
Result of establishment's water supply	BOTT Address to the Testing Series
(1 original)	
For Funeral Parlor/Memorial House:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	·
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	



(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
	LLDA
Clearance/ Discharge Permit (1 original)	
Certificate of Registration of Embalmer	DOH
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit	
(1 original)	0110
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer	DOH
(1 original)	
For Health Care Facilities such as Hospitals	
(Tertiary, Secondary, Primary Care),	
Infirmary, Birthing Home/Lying-in,	
Acute/Chronic Psychiatric Care Facility,	
Custodial Psychiatric Care Facility,	
Rehabilitation Center, Clinical Laboratory,	
HIV Laboratory, Dental Prosthetic	
Laboratory, Drug Testing Center, Blood	
Collecting Unit, and Blood Station:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit	СНО
- Information/details to be indicated in	Person Represented (Business Owner)



the Capitary Dormit Form	
the Sanitary Permit Form	DDI O
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	DOLL Associated Material observations
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
Representative	
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	СНО
including their latest X-ray, urine and stool	
License to Operate (1 original)	DOH
Clearance/Discharge Form (1 original)	LLDA
For Industrial establishments engaged in	
manufacture, sale, distribution of	
goods/processing of raw materials into end	
products:	
Principal	
•	
- Sanitary Permit	СНО
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original) License to Operate (1 original) Clearance/Discharge Form (1 original) For Industrial establishments engaged in manufacture, sale, distribution of goods/processing of raw materials into end products: Principal Duly Accomplished Sanitary Permit (1 original)	FDA-Accredited Pest Control Operator CHO DOH LLDA



 Information/details to be indicated in the Sanitary Permit Form 	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate (1 original)	DENR
Annual physical and chemical examination result of establishment's water supply (1 original)	DOH-Accredited Water Testing Center
Representative	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original)	
- Sanitary Permit	CHO
 Information/details to be indicated in the Sanitary Permit Form 	Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	Business Permit and Licensing Office (BPLO)
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate (1 original)	DENR
Annual physical and chemical examination result of establishment's water supply	DOH-Accredited Water Testing Center



(1 original)	
For Ice Plants:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
 Sanitary Permit Form 	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	FDA Assertable Doct Control Operator
Latest Service Report and existing contract with licensed pest control operator	FDA-Accredited Pest Control Operator
(1 original)	
Up-to-date Health certificate of all employees	СНО
including their latest X-ray, urine and stool	0110
examination results (1 original)	
Annual physico-chemical examination result	DOH-Accredited Testing Center
of product ice (1 original)	, and the second
Representative	
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in the Sanitary Permit Form 	Business Owner
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	Bi Eo
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	DOLLA BULT CO.
Annual physico-chemical examination result	DOH-Accredited Testing Center
of product ice (1 original)	
For Massage Clinic/Sauna Bath:	



Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	(2 3 3 11 3 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	2011/100/00/100 Traion Education
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	1 Bit i location i oct control operator
(1 original)	
Up-to-date Health certificate of all employees	СНО
including their latest X-ray, urine and stool	
examination results (1 original)	
Certification of Licensed Massage Therapist	DOH
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	Transfer (246 mass 2 miles)
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	<u>'</u>
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certification of Licensed Massage Therapist	DOH
(1 original)	
For Pest Control Operator:	
Principal	
Duly Accomplished Sanitary Permit	



(1 original) - Sanitary Permit Form - Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original) CHO Person Represented (Business Owner) BPLO DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator CHO CHO Person Represented (Business Owner)
- Information/details to be indicated in the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool
the Sanitary Permit Form Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool BPLO DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator CHO
Business Permit and/or its Official Receipt for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool BPLO BPLO BPLO DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator FDA-Accredited Pest Control Operator CHO
for the current year (1 original) Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator FDA-Accredited Pest Control Operator CHO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool DOH-Accredited Water Laboratory FDA-Accredited Pest Control Operator FDA-Accredited Pest Control Operator CHO
establishment's water supply (Point-of-use) (1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool
(1 original) Latest Service Report and existing contract with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool
with licensed pest control operator (1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool
(1 original) Up-to-date Health certificate of all employees including their latest X-ray, urine and stool
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool
including their latest X-ray, urine and stool
examination results (1 original)
examination results (1 original)
License to Operate (1 original) Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide FPA
Applicator (1 original)
Representative
Authorization Letter (1 original) Person Represented (Business Owner)
(if representative)
Duly Accomplished Sanitary Permit
(1 original)
- Sanitary Permit Form CHO
- Information/details to be indicated in Business Owner
the Sanitary Permit Form Business Permit and/or its Official Receipt BPLO
for the current year (1 original) Latest Microbiological examination result of DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)
(1 original)
Latest Service Report and existing contract
with licensed pest control operator
(1 original)
Up-to-date Health certificate of all employees CHO
including their latest X-ray, urine and stool
examination results (1 original)
License to Operate (1 original) Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide FPA
Applicator (1 original)
For Pet shop/Veterinary Clinic/Slaughter
house:
Principal



D A	
Duly Accomplished Sanitary Permit Form	
(1 original)	0110
- Sanitary Permit Form	CHO CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	77.0
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center
of water supply (for slaughter house)	
(1 original)	
Clearance/Discharge Permit (for slaughter	LLDA
house) (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center
Annual physico-chemical examination result	DOD-Accredited water Testing Center



of water cumply (for alguables being)	
of water supply (for slaughter house)	
(1 original)	LLDA
Clearance/Discharge Permit (for slaughter house) (1 original)	LLDA
For Refuse/Solid Waste Collection Service:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	СНО
Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	The contribution (Easings States)
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	<u> </u>
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Operating Permit (1 original)	DOH Regional Office
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit	
(1 original)	0110
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	Dusiness Fernit and Licensing Office (DFLO)
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	2011 / toologica water Laboratory
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Operating Permit (1 original)	DOH Regional Office



For Public swimming and Bathing places:			
Principal			
Duly Accomplished Sanitary Permit			
(1 original)			
- Sanitary Permit Form	CHO		
 Information/details to be indicated in 	Person Represented (Business Owner)		
the Sanitary Permit Form	, , , , , , , , , , , , , , , , , , ,		
Business Permit and/or its Official Receipt	BPLO		
for the current year (1 original)			
Latest Microbiological examination result of	DOH-Accredited Water Laboratory		
establishment's water supply (Point-of-use)			
(1 original)			
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator		
with licensed pest control operator			
(1 original)			
Up-to-date Health certificate of all employees	CHO		
including their latest X-ray, urine and stool			
examination results (1 original)			
Results of all test for pH, residual chlorine,	DOH-Accredited Water Testing Center		
and bacteriological quality of water			
(1 original)			
Representative	David David (David O		
Authorization Letter (1 original)	Person Represented (Business Owner)		
(if representative) Duly Accomplished Sanitary Permit			
(1 original)			
- Sanitary Permit Form	СНО		
- Information/details to be indicated in	Business Owner		
the Sanitary Permit Form	Business Owner		
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)		
for the current year (1 original)	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		
Latest Microbiological examination result of	DOH-Accredited Water Laboratory		
establishment's water supply (Point-of-use)	,		
(1 original)			
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator		
with licensed pest control operator			
(1 original)			
Up-to-date Health certificate of all employees	CHO		
including their latest X-ray, urine and stool			
examination results (1 original)			
Results of all test for pH, residual chlorine,	DOH-Accredited Water Testing Center		
and bacteriological quality of water			
(1 original)			



For Local & Foreign	
manufacturers/importers/distributors of water	
purification equipment and device including	
establishments that repackage and re-label	
water purification equipment & devices such	
as household water filters and water purifiers	
for the purpose of selling or commercial	
distribution in the local market; companies or	
individuals that sell water purification system	
for water refilling station, household, food	
establishment, institution and office use:	
Principal	
Duly Accomplished Sanitary Permit	
(1 original)	0110
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	2010
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	DOLLA BY THE STATE OF
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	EDA Association Devices Constant Constant
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	0110
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	F 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Certificate of Health Related Device	Food and Drug Administration (FDA)
Registration (1 original)	
Representative	
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	
Duly Accomplished Sanitary Permit	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	Dualinasa Damerit arad Lisanaira a Office (DDLO)
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	DOLL Assess Stad Water Labour to
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	



Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Certificate of Health Related Device Registration (1 original)	FDA
For Water Refilling Station/Water Vending Machine:	
Principal	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit (1 original)	
 Sanitary Permit Form 	CHO
Information/details to be indicated in the Sanitary Permit Form	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Monthly microbiological examination results (Total coliform, Thermo tolerant/E. coli, Heterotrophic Plate Count) (1 original)	DOH-Accredited Water Testing Laboratory
Semi-annual physico-chemical examination result (1 original)	DOH-Accredited Water Testing Laboratory
Attendance to Certification Course for Water Station Operators/Managers conducted by DOH (1 original)	DOH
Representative	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit	
(1 original) - Sanitary Permit Form	СНО



 Information/details to be indicated in the Sanitary Permit Form 	Business Owner
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Monthly microbiological examination results (Total coliform, Thermo tolerant/E. coli, Heterotrophic Plate Count) (1 original)	DOH-Accredited Water Testing Laboratory
Semi-annual physico-chemical examination result (1 original)	DOH-Accredited Water Testing Laboratory
Attendance to Certification Course for Water Station Operators/Managers conducted by DOH (1 original)	DOH

Don (1 onginal)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Sanitary Permit	Acknowledge the submission.	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
Application Form together with all the requirements at the CHO (Room 106)	1.1 Check and evaluate the veracity of the documents			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
	submitted and nature of business of the client.			BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T.



				MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE
				Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
2. Return to the CHO, present your claim stub	Release the Approved Sanitary Permit to the	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
and sign the logbook upon receipt of the Approved	requesting party.			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
Sanitary Permit.				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I



			(CHO)
TOTAL:	None	30 Minutes	

22. Applying for the Renewal of Health Certificate

The City Health Office may renew the issuance of Health Certificate to all employees of business establishments operating in Pasay City in compliance with the provisions of the Code on Sanitation of the Philippines (PD 856) and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

Office or Division:		City Health Office (CHO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All			
CHECKLIST OF R			WHERE TO SECURE		
Duly Accomplished Wo		mit Form	_		
- Work Permit For	rm		BPLO		
(1 original)					
- Information/deta		e indicated in	Applicant		
the Work Permit			CLIO		
Previous Health Certific	cate		СНО		
	(1 original)		DOH-accredited hospital/clinic		
Latest Chest X-ray (1 original) *within 3 months from the date of		DOI 1-accredited Hospital/clinic			
examination					
	Dental Certificate (1 original)		DOH-accredited dental clinic		
*for all food handlers only					
Venereal Disease Exar	Venereal Disease Examination		Dr. Lagrosa Health Center		
(1 original) *for pink card holders only		_			
1" x 1" recent colored picture		Photo Studio			
(1 original)		_			
CLIENT STEPS	AGE	NCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed at	1. Ac	knowledge the	None	30 Minutes	YOLANDA S. BAGTAS
Environmental	su	bmission and			Sanitation Inspector I
Sanitation	ev	aluate all the			(CHO)
Services Office					



(D. 100 D	T			DEDMADDE
(Room 106, Pasay City Hall) together with one complete set of	requirements.			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
requirements.				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
Present previous Health Certificate at the City Health	Check the validity and authenticity of	None	20 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
Office.	old Health Certificate.			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
				BRAYAN HENRY V. NAVARES Sanitation Inspector I



	T	Т	T	(2):2
				(CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I (CHO)
				GEORGE T. EFONDO Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
3. Proceed to Room 106 of Pasay City Hall for the releasing of	Release the approved Health Certificate and	None	10 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO)
document.	return all original documentary requirements to the client.			BERNARD E. ALCANTARA Sanitation Inspector II (CHO)
				BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR. Sanitation Inspector II (CHO)
				RETCHEL S. BAINTO Sanitation Inspector I (CHO)



			ALEX T. MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE Sanitation Inspector I
			(CHO) GEORGE T. EFONDO Sanitation Inspector I (CHO)
			JOSE DANIEL R. RESTAURO IV Sanitation Inspector I (CHO)
TOTAL:	None	1 Hour	

23. Applying for the Renewal of Sanitary Permit

Business owner/s may apply for the renewal of Sanitary Permit at the City Heath Office, provided that the establishment has complied with the existing sanitation requirements upon evaluation or inspection conducted in accordance with Presidential Decree Numbers 522 and 856 and City Ordinance 4367, Series 2008, "The Sanitation Code of Pasay City".

Office or Division:	City Health Office (CHO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business		
Who may avail:	Business Owners		
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE	
For manufacturers, traders, importers, wholesalers and outlets of Processed Food (bakery, food manufacturing, bottling, canning, including fortified foods); Drugs (herbal medicines & traditionally used herbal products); Herbal Food Products/Herbal Dietary Supplements; Medical Devices; Cosmetics; Household Hazardous Substances; Bottled water; and Toys			
Principal			
Duly Accomplished Sanitary Permit Form			
(1 original)			



Coniton / Domnit Form	СНО
 Sanitary Permit Form Information/details to be indicated in 	
	Business Owner
the Sanitary Permit Form	Dusiness Demait and Licensing Office (DDLO)
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	D (11 KI (DOI)) A (KI (DOI))
Latest Microbiological examination result of	Department of Health (DOH)-Accredited Water
establishment's water supply (Point-of-use)	Laboratory
(1 original)	
Latest Service Report and existing contract	Food & Drug Administration (FDA)-Accredited
with licensed pest control operator	Pest Control Operator
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
License to Operate (1 original)	FDA
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
License to Operate (1 original)	FDA
For mobile service providers of Desludging	
Services/Treatment and Disposal Facilities	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	



	Ţ
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	CHO
Environmental Sanitation Clearance (1 original)	Department of Health (DOH)
Contract with Treatment Facility & Disposal Site (1 original)	Business Owner
Representative	
Authorization Letter (1 original) (if representative)	Person Represented (Business Owner)
Duly Accomplished Sanitary Permit Form (1 original)	
- Sanitary Permit Form	СНО
Information/details to be indicated in the Sanitary Permit Form	Person Represented (Business Owner)
Business Permit and/or its Official Receipt for the current year (1 original)	BPLO
Latest Microbiological examination result of establishment's water supply (Point-of-use) (1 original)	DOH-Accredited Water Laboratory
Latest Service Report and existing contract with licensed pest control operator (1 original)	FDA-Accredited Pest Control Operator
Up-to-date Health certificate of all employees including their latest X-ray, urine and stool examination results (1 original)	СНО
Environmental Sanitation Clearance (1 original)	Department of Health (DOH)
Contract with Treatment Facility & Disposal Site (1 original)	Business Owner
For stationary service providers of	
Desludging Services/Treatment and Disposal	
Facilities):	
Principal	



Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results	
(1 original)	
Environmental Sanitation Clearance	DOH
(1 original)	
Environmental Compliance Certificate	Department of Environment and Natural
(1 original)	Resources (DENR)
Clearance/Discharge Permit (1 original)	Laguna Lake Development Authority (LLDA)
Certification of Accredited Pollution Control	LLDA or DENR
Officer (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	



Environmental Capitation Classes	DOLL
Environmental Sanitation Clearance	DOH
(1 original)	DEMO
Environmental Compliance Certificate	DENR
(1 original)	1154
Clearance/Discharge Permit (1 original)	LLDA
Certification of Accredited Pollution Control	LLDA or DENR
Officer (1 original)	
For food serving establishments and	
markets:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/Discharge Permit (for free	LLDA
standing establishments) (1 original)	
Sanitation Standard (for establishments	Bureau of Quarantine
inside an airport/port) (1 original)	
Annual Physical/Chemical Examination	DOH-Accredited Water Testing Center
Result of establishment's water supply	
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	, , , , , , , , , , , , , , , , , , , ,
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
, , , , ,	



Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/Discharge Permit (for free	LLDA
standing establishments) (1 original)	
Sanitation Standard (for establishments	Bureau of Quarantine
inside an airport/port) (1 original)	
Annual Physical/Chemical Examination	DOH-Accredited Water Testing Center
Result of establishment's water supply	
(1 original)	
For Funeral Parlor/Memorial House:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	11.54
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer	DOH
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO



- Information/details to be indicated in	Business Owner
the Sanitary Permit Form Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	BFLO
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	DOTT Mode and a value Laboratory
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	· ·
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/ Discharge Permit (1 original)	LLDA
Certificate of Registration of Embalmer	DOH
(1 original)	
For Health Care Facilities such as Hospitals	
(Tertiary, Secondary, Primary Care),	
Infirmary, Birthing Home/Lying-in,	
Acute/Chronic Psychiatric Care Facility, Custodial Psychiatric Care Facility,	
Rehabilitation Center, Clinical Laboratory,	
HIV Laboratory, Dental Prosthetic	
Laboratory, Drug Testing Center, Blood	
Collecting Unit, and Blood Station:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	EDA Approdited Boot Control Operator
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original) Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	OI IO
examination results (1 original)	
License to Operate (1 original)	DOH
= socio to operato (i original)	1



Represented (Business Owner)
,
ss Owner
ccredited Water Laboratory
ccredited Pest Control Operator
Depresented (Pusiness Owner)
Represented (Business Owner)
ccredited Water Laboratory
Laboratory
ccredited Pest Control Operator
colocited i out control operator



Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate	DENR
(1 original)	
Annual physical and chemical examination	DOH-Accredited Water Testing Center
result of establishment's water supply	
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	' ' '
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Clearance/Discharge Permit (1 original)	LLDA
Environmental Compliance Certificate	DENR
(1 original)	
Annual physical and chemical examination	DOH-Accredited Water Testing Center
result of establishment's water supply	
(1 original)	
For Ice Plants:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	DDI O
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	BOLLA BY IM C. I. I.
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	



FDA-Accredited Pest Control Operator
CHO
DOH-Accredited Testing Center
Person Represented (Business Owner)
CHO
Business Owner
BPLO
DOH-Accredited Water Laboratory
FDA-Accredited Pest Control Operator
CHO
DOH-Accredited Testing Center
CHO
Person Represented (Business Owner)
,
BPLO
DOH-Accredited Water Laboratory
FDA-Accredited Pest Control Operator



(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	0.10
examination results (1 original)	
Certification of Licensed Massage Therapist	DOH
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	Total Represented (Edemose et mor)
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	, and the second
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certification of Licensed Massage Therapist	DOH
(1 original)	
For Pest Control Operator:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	0.10
Up-to-date Health certificate of all employees	CHO



In alcohom the similate at V many values and at a si	
including their latest X-ray, urine and stool	
examination results (1 original)	For City and a Description A standard (FDA)
License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide	FPA
Applicator (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	0110
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	551.0
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
License to Operate (1 original)	Fertilizer and Pesticide Authority (FPA)
Certification of Accredited Pesticide	FPA
Applicator (1 original)	
For Pet shop/Veterinary Clinic/Slaughter	
house:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	



Lin to data Lingith contificate of all ampleyons	CHO
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original) Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center
of water supply (for slaughter house)	DOIT-Accredited Water Testing Certier
(1 original)	
Clearance/Discharge Permit (for slaughter	LLDA
house) (1 original)	LLDA
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	r erson Represented (business Owner)
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	Buomiose e who
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	Business Formit and Liberianing Sines (Bi 25)
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	2011 / looi outloa 17 atol 2asol atol y
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	'
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Registration (1 original)	Office of the Director-Bureau of Animal Industry
Annual physico-chemical examination result	DOH-Accredited Water Testing Center
of water supply (for slaughter house)	
(1 original)	
Clearance/Discharge Permit (for slaughter	LLDA
house) (1 original)	
For Refuse/Solid Waste Collection Service:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	



Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	·
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Operating Permit (1 original)	DOH Regional Office
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	T croom represented (Business Owner)
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	СНО
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	Dusiness Owner
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
·	business Ferrill and Licensing Office (BFLO)
for the current year (1 original)	DOLL A care dited Water Leberatory
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	EDA Assessible di Book Oscietas I Occionatori
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	0110
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Operating Permit (1 original)	DOH Regional Office
For Public swimming and Bathing places:	
Principal	
Duly Accomplished Sanitary Permit Form	
(1 original)	
 Sanitary Permit Form 	CHO
 Information/details to be indicated in 	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	, in the second of the second
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator



with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Results of all test for pH, residual chlorine,	DOH-Accredited Water Testing Center
and bacteriological quality of water	
(1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Results of all test for pH, residual chlorine,	DOH-Accredited Water Testing Center
and bacteriological quality of water	
(1 original)	
For Local & Foreign	
manufacturers/importers/distributors of water	
purification equipment and device including	
establishments that repackage and re-label	
water purification equipment & devices such	
as household water filters and water purifiers	
for the purpose of selling or commercial	
distribution in the local market; companies or	
individuals that sell water purification system	
for water refilling station, household, food	
establishment, institution and office use:	
Principal	
Duly Accomplished Sanitary Permit Form	



(1 original)	
(1 original) - Sanitary Permit Form	СНО
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	r erson represented (business Owner)
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Health Related Device	Food and Drug Administration (FDA)
Registration (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	Business Permit and Licensing Office (BPLO)
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Certificate of Health Related Device	FDA
Registration (1 original)	
For Water Refilling Station/Water Vending	
Machine:	
Principal (1)	Decree Decree 1/Decree 2
Authorization Letter (1 original) (if	Person Represented (Business Owner)
representative)	



Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
- Information/details to be indicated in	Person Represented (Business Owner)
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	
Monthly microbiological examination results	DOH-Accredited Water Testing Laboratory
(Total coliform, Thermo tolerant/E. coli,	
Heterotrophic Plate Count) (1 original)	
Semi-annual physico-chemical examination	DOH-Accredited Water Testing Laboratory
result (1 original)	
Attendance to Certification Course for Water	DOH
Station Operators/Managers conducted by	
DOH (1 original)	
Representative	
Authorization Letter (1 original)	Person Represented (Business Owner)
(if representative)	
Duly Accomplished Sanitary Permit Form	
(1 original)	
- Sanitary Permit Form	CHO
 Information/details to be indicated in 	Business Owner
the Sanitary Permit Form	
Business Permit and/or its Official Receipt	BPLO
for the current year (1 original)	
Latest Microbiological examination result of	DOH-Accredited Water Laboratory
establishment's water supply (Point-of-use)	
(1 original)	
Latest Service Report and existing contract	FDA-Accredited Pest Control Operator
with licensed pest control operator	
(1 original)	
Up-to-date Health certificate of all employees	CHO
including their latest X-ray, urine and stool	
examination results (1 original)	



Monthly microbiological examination results	DOH-Accredited Water Testing Laboratory
(Total coliform, Thermo tolerant/E. coli,	
Heterotrophic Plate Count) (1 original)	
Semi-annual physico-chemical examination	DOH-Accredited Water Testing Laboratory
result (1 original)	
Attendance to Certification Course for Water	DOH
Station Operators/Managers conducted by	
DOH (1 original)	

DOH (Tonginal)			T	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of requirements at the City Health Office (Room 106).	1. Acknowledge the submission. 1.1 Check and evaluate the veracity of the documents submitted and nature of business of the client. 1.2 Issue Order of Payment to the requesting	None	15 Minutes	YOLANDA S. BAGTAS Sanitation Inspector I (CHO) BERNARD E. ALCANTARA Sanitation Inspector II (CHO) BRAYAN HENRY V. NAVARES Sanitation Inspector I (CHO) ARMANDO C. FLORENTINO JR. Sanitation Inspector II
	party.			(CHO) RETCHEL S. BAINTO Sanitation Inspector I (CHO) ALEX T. MONTEMAYOR Sanitation Inspector I (CHO) JUMAR B. GRANDE Sanitation Inspector I (CHO) GEORGE T.



				EFONDO
				Sanitation Inspector I (CHO)
				JOSE DANIEL R. RESTAURO IV
				Sanitation Inspector I (CHO)
2. Proceed to the Receiving Section	2. Process the request:	None	15 Minutes	YOLANDA S. BAGTAS
of City Health Office and sign	2.1 Release the			Sanitation Inspector I (CHO)
logbook upon receipt of the	approved Sanitary			BERNARD E. ALCANTARA
requested	Permit.			Sanitation Inspector
document thereafter.				(CHO)
				BRAYAN HENRY V. NAVARES
				Sanitation Inspector I (CHO)
				ARMANDO C. FLORENTINO JR.
				Sanitation Inspector II
				(CHO)
				RETCHEL S. BAINTO
				Sanitation Inspector I (CHO)
				ALEX T. MONTEMAYOR
				Sanitation Inspector I (CHO)
				JUMAR B. GRANDE Sanitation Inspector I
				(CHO)
				GEORGE T. EFONDO
				Sanitation Inspector I (CHO)



			JOSE DANIEL R. RESTAURO IV
			Sanitation Inspector I (CHO)
TOTAL:	None	30 Minutes	

24. Applying for UDHO MERALCO Certificate

Applying UDHO MERALCO Certificate at the Urban Development and Housing Office (UDHO).

Office or Division:	Urban Development & Housing Office (UDHO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQI	JIREMENTS	WHERE TO SECURE	
PRINCIPAL			
Barangay Certificate w/ ME		Barangay Hall	
documents with dry seal (1	original,		
1 photocopy)			
Duly accomplished request	torm		
(1 original) - MERALCO Application	on Form	MERALCO	
 MERALCO Application Details to be indicated 		Applicant	
REPRESENTATIVE		Applicant	
Authorization letter (1 original)		Person represented (Applicant)	
Any Government ID Card of Represented (Applicant) (1 original, 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Land Transportation Office (LTO)	
Any Government ID Card of (1 original)	Representative	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
Barangay Certificate w/ MERALCO		Barangay Hall	
documents with dry seal (1 original, 1 photocopy)			
Duly accomplished request form (1 original)			
- MERALCO Application Form		MERALCO	
- Details to be indicated in the form		Applicant	



CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
Submit the complete requirements to the assigned staff at the UDHO.	ACTIONS 1. Receive and evaluate the completeness & veracity of Submitted requirements. 1.1 Issue Order of Payment to the client.	PAID None	TIME 2 Minutes	MARGARET R. EUSEBIO Administrative Aide I (UDHO) MARILOU Q. RIVERA Administrative Aide I (UDHO)
2. Proceed to the City Treasurer's Office (CTO) for assessments and payment of fees.	Issue Official Receipt to the client.	CTC PHP 20 UDHO Certificate PHP 20	10 Minutes	Teller (CTO)
3. Present the Official Receipt (OR) to the assigned staff of UDHO.	3. Prepare the MERALCO Certificate.	None	2 Minutes	JOSELITO R. BALANI Administrative Aide I (UDHO) GINA P. LAUDIT Administrative Aide I (UDHO)
4. Claim the requested document from the assigned staff of UDHO	4. Issue the MERALCO Certificate to the client.	None	2 Minutes	FERNANDO E. RIVERA Administrative Aide IV (UDHO) CELIA E. TENGCO Administrative Assistant I (UDHO)
	TOTAL:	PHP 40	16 Minutes	(32.10)



25. Applying Persons with Disability Identification Card and Purchase Booklet

Persons with Disability who are residents of Pasay City may apply for Persons with Disability ID Card with Booklet to avail their benefits as stated in Republic Act 7277 or the Magna Carta of Persons with Disability.

New Application:

New Application:			
Office or Division:	Persons with Disability Affairs Office (PDAO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Persons with Disability		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE	
Principal			
Duly Accomplished Appl	ication Form:		
 Application Form 		PDAO	
 Details/informatio 	n to be indicated in	Persons with Disability/Client	
the application for	·m		
Updated Medical Certific	ate of Disability with	Hospital/Clinic where the client was	
the corresponding type of	of disability duly	admitted/examined	
signed by the doctor with	n license number		
(1 photocopy)			
		Barangay Health Center where a Barangay	
 a. Apparent Disabilit 	• •	Health Officer can also issue a Medical	
Orthopedic, Speech/Language		Certificate of Disability;	
Impairment)		Corumouto or Bioadimty,	
		PSWDD where a Social Worker can also issue	
		an Apparent Medical Certificate of Disability;	
		,	
		Barangay Hall where a Punong Barangay can	
		also issue an Apparent Medical Certificate of	
		Disability	
		,	
h Nam Ammana Dia	l_ ::::	Hospital/Clinic where the client was	
b. Non-Apparent Dis	sability	admitted/examined	
Updated Medical Abstra	ct (1 photocopy)	Hospital/Clinic where the client was	
		admitted/examined	
Barangay Certificate of Residency (1 original)		Barangay Hall where the client resides	
or			
Proof of utility billing indicating the		Persons with Disability/Client	
current/permanent addre			
disability/client, in the ab	sence of barangay		



certificate of residency (1 original)	
Latest 1 x 1 picture with white background	Photo Studio
(2 colored, original)	2 2 2
Government issued ID Card (1 original and	BIR, Post Office, SSS, GSIS, COMELEC, LTO,
1 photocopy)	TIN, PhilHealth, Pag-IBIG
, p	
or	
Birth Certificate, in the absence of any valid	PSA
government ID card (1 original)	
For Apparent Disability:	
Whole Body Picture focusing on the disability	Photo Studio, Persons with Disability/Client
(1 colored, original)	
Government issued ID Card (1 original and	BIR, Post Office, SSS, GSIS, COMELEC, LTO,
1 photocopy)	TIN, PhilHealth, Pag-IBIG, PSA
Representative	D 1/D 1/1/2
Authorization Letter of PWD (1 original)	Person represented (Persons with Disability)
Duly Accomplished Application Form:	DD 4 O
- Application Form	PDAO
- Details/information to be indicated in	Persons with Disability/Client
the application form Updated Medical Certificate of Disability with	Hospital/Clinic where the client was
the corresponding type of disability duly	admitted/examined
signed by the doctor with license number	dariittea/cxarriiriea
(1 photocopy)	
(триосору)	Davida da Llacith Cantaguida da Davida da
a. Apparent Disability (For Visual,	Barangay Health Center where a Barangay Health Officer can also issue a Medical
Orthopedic, Speech/Language	
Impairment)	Certificate of Disability;
	PSWDD where a Social Worker can also issue
	an Apparent Medical Certificate of Disability;
	a parent medical continuate of blodomty,
	Barangay Hall where a Punong Barangay can
	also issue an Apparent Medical Certificate of
	Disability
h Non Apparent Disability	Hospital/Clinic where the client was
b. Non-Apparent Disability	admitted/examined
Updated Medical Abstract (1 photocopy)	Hospital/Clinic where the client was
Opudied Medical Abstract (1 photocopy)	admitted/examined
Barangay Certificate of Residency (1 original)	Barangay Hall where the client resides
	gs,



or		<u> </u>		
Proof of utility billing indi current/permanent addre		Persons wit	th Disability/Client	
disability/client, in the ab				
certificate of residency (1 original)				
Latest 1 x 1 picture with	white background	Photo Studi	io	
(2 colored, original) Latest 2x2 picture with w	hite background	DI 1 01 II		
(1colored, original)		Photo Stud		
3 specimen signatures (Document (Owner	
3 Thumbmark on a piece (1 original)	e oi bona papei			
Whole Body Picture of the		Photo Stud	io, Persons with D	isability/Client
with their representative		DID Doot C	V#: CCC CCIC	COMELECTIO
Government issued ID C represented (1 original a			mice, ১১১, Gऽ।ऽ, alth, Pag-IBIG	COMELEC, LTO,
		, , , , , , , , , , ,	and, i and in a	
or				
Birth Certificate, in the a	bsence of any valid	PSA		
government ID card (1 o	riginal)			
Government issued ID C		BIR, Post Office, SSS, GSIS, COMELEC, LTO,		
representative (1 origina		TIN, PhilHealth, Pag-IBIG, PS FEES TO PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit duly	1. Check the	None	10 Minutes	GLENTON J. PESEBRE
accomplished application form	completeness			Administrative
together with	and veracity of submitted			Aide IV
complete	requirements.			(PDAO)
requirements at	requirements.			
the transaction				
window of PDAO				
located at Unit 12 Mayor's				
Coordinating				
Office, Cuneta				
Astrodome. Pasay				
Astrodome. Pasay				
City.	O. Dronors	NI = := =	OF Ministra	LIII DA D
2. Wait for the	Prepare Identification	None	25 Minutes	HILDA P. CRISTOBAL
	Prepare Identification Card and	None	25 Minutes	HILDA P. CRISTOBAL Disability Affairs



Disability ID Card	Purchase			(PDAO)
and Purchase	Booklet.			
Booklet at the				
waiting area, in				
front of the				
transaction				
window.				
3. Claim Person with	Release the	None	5 Minutes	HILDA P.
Disability ID Card	Persons with			CRISTOBAL
and Purchase	Disability ID			Disability Affairs
Booklet at the	Card and			Officer II
transaction window	Purchase			(PDAO)
of PDAO.	Booklet.			
	TOTAL:	None	40 Minutes	

Renewal

Office or Division:	Persons with Disability Affairs Office (PDAO)				
Classification:	Simple				
Type of Transaction:	G2C – Government t	o Citizen			
Who may avail:	Persons with Disabili	ty			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Principal					
Duly Accomplished Appl	ication Form:				
 Application Form 		PDAO			
	n to be indicated in	Persons with Disability/Client			
the application for					
Old PWD ID Card issued	d by Pasay City	Persons with Disability/ Client			
PDAO					
Latest 1 x 1 picture with	white background	Photo Studio			
(1 colored, original)					
Representative					
Authorization Letter (1 or		Person represented (Persons with Disability)			
Duly Accomplished Appl	ication Form:				
- Application Form		PDAO			
	n to be indicated in	Persons with Disability/Client			
the application for					
Latest 1 x 1 picture with white background		Photo Studio			
(1 colored, original)					
Latest 2x2 picture with white background		Photo Studio			
(1colored, original)		<u> </u>			
3 Specimen signatures (Document Owner			
or 3 Thumbmark on a pie	ece of bond paper				
(1 original)					



				/ 🕳	
	Whole Body Picture of the applicant together with their representative (1 colored, original)		Photo Studio, Persons with Disability/Client		
Government issued ID Card of the client		BIR, Post Office, SSS, GSIS, COMELEC, LTO,			
being represented (1 original and		TIN, PhilHea	alth, Pag-IBIG		
1 photocopy)					
or					
Birth Certificate, in the al	bsence of any valid				
government identification	\	PSA			
Government issued ID C			ffice, SSS, GSIS,		
representative (1 origina	l and 1 photocopy)	FEES TO	alth, Pag-IBIG, PS PROCESSING	A PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit duly	 Check the 	None	5 Minutes	GLENTON J.	
accomplished	completeness			PESEBRE Administrative	
application form together with	and veracity of			Aide IV	
complete	submitted			(PDAO)	
requirements at	requirements.				
the transaction					
window of PDAO					
located at Unit 12					
Mayor's Coordinating					
Office, Cuneta					
Astrodome. Pasay					
City.					
2. Wait for the	2. Prepare	None	10 Minutes	HILDA P.	
processing of	Identification			CRISTOBAL Disability Affairs	
Person with Disability ID Card	Card and Purchase			Officer II	
and Purchase	Booklet.			(PDAO)	
Booklet at the	200111011				
waiting area, in					
front of the					
transaction					
window. 3. Claim Person with	3. Release the	None	5 Minutes	HILDA P.	
Disability ID Card	Persons with	INOHE	5 Milliares	CRISTOBAL	
and Purchase	Disability ID			Disability Affairs	
Booklet at the	Card and			Officer II	
transaction	Purchase			(PDAO)	
window of PDAO.	Booklet.				



TOTAL:	None	20 Minutes	
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Application for replacement of ID Card and Purchase Booklet:

Office or Division:		Persons with Disability Affairs Office (PDAO)				
Classification:	Simple	<i>y </i>	75 (1 27 15)			
Type of Transaction:	G2C – Government to	Citizen				
Who may avail:	Persons with Disabilit					
CHECKLIST OF R			WHERE TO SEC	URE		
Principal						
Duly Accomplished Appl	ication Form:					
- Application Form		PDAO				
- Details/information	n to be indicated in	Persons with	n Disability/Client			
the application for						
Affidavit of Loss (1 origin	al)	Notary Publi	ic			
Latest 1x1 picture (1colo	red, original)	Photo Studio)			
Representative						
Authorization Letter (1 or	<u> </u>	Person repre	esented (Persons	with Disability)		
Duly Accomplished Appl	ication Form:					
- Application Form		PDAO				
	n to be indicated in	Persons with	n Disability/Client			
the application form		-	/ D	'(I B)' I '''		
Affidavit of Loss (1 origin		Person represented (Persons with Disability)				
Latest 1x1 picture (1 cold		Photo Studio				
Latest 2x2 picture with w (1colored, original)	hite background	Photo Studio	o			
3 Specimen signatures (use clear black ink)	Document Owner				
or 3 Thumbmark on a pie	•					
(1 original)						
Whole Body Picture of the		Photo Studio	o, Persons with Di	sability/Client		
with their representative	(1 colored, original)					
Government issued ID C			ffice, SSS, GSIS, (COMELEC, LTO,		
being represented (1 original	ginal and 1	TIN, PhilHea	alth, Pag-IBIG			
photocopy)						
Or						
Or						
Birth Certificate, in the absence of any valid		PSA				
government identification card (1 original)						
Government issued ID Card of the		BIR, Post O	ffice, SSS, GSIS, (COMELEC, LTO,		
representative (1 original and 1 photocopy)		TIN, PhilHea	alth, Pag-IBIG, PS	Α		
CLIENT STEPS	AGENCY ACTIONS	FEES TO DROCESSING DERSON				
Submit duly	1. Check the	None	5 Minutes	GLENTON J.		
·		1				



accomplished application form together with complete	completeness and veracity of submitted requirements.			PESEBRE Administrative Aide IV (PDAO)
requirements at the transaction window of PDAO located at Unit 12 Mayor's	roquiromonio.			
Coordinating Office, Cuneta Astrodome. Pasay City.				
2. Wait for the processing of Person with Disability ID Card and Purchase Booklet at the waiting area, in front of the transaction window.	2. Prepare Identification Card and Purchase Booklet.	None	10 Minutes	HILDA P. CRISTOBAL Disability Affairs Officer II (PDAO)
3. Claim Person with Disability ID Card and Purchase Booklet at the transaction window of PDAO.	 Release the Persons with Disability ID Card and Purchase Booklet. 	None	5 minutes	HILDA P. CRISTOBAL Disability Affairs Officer II (PDAO)
	TOTAL:	None	20 Minutes	

26. Approval for Payment of Terminal Leave Benefits of Separated Employees under the Legislative Department

The Office of the City Vice Mayor processes the approval for the payment of terminal leave benefits of separated employees City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City Vice Mayor (OCVM)		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Separated employees of City Government departments/offices under		
	the Legislative Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Approved Voucher and Obligation		Human Resource Management and Development	



Request (1 original)		I -	ffice (CBO) nt's Office (CAcct	gO)
Approved Leave Appl	Approved Leave Application (1 original)		r's Office (CTO)	
Computation of Termi (1 original)		HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and supporting documents to the Administrative Section of the Office of the Vice Mayor for evaluation of documents	1. Review completeness of requirements, and forward the voucher to the City Vice Mayor for approval. 1.1 Transmit the voucher to the City Treasurer's Office (CTO) for proper action.	None	7 Hours 25 Minutes 30 Minutes	RICHARD T. FELIX Supervising Administrative Officer (OCVM) ROLANDO M. OSIT Administrative Assistant II (OCVM) ROMMEL M. TORRES Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I
2. Follow-up the	2. Advice the client	None	5 Minutes	(OCVM) ROLANDO M. OSIT
status of application at the OCVM.	that the documents have been signed and was already transmitted to the CTO.			Administrative Assistant II (OCVM)
	TOTAL:	None	1 Day	



27. Assisting Taxpayers regarding Queries on Real Property Tax (RPT) Assessment/Collection

The Local Board Assessment Appeals shall respond to queries pertaining to the propriety of assessment and collection of RPT.

Office or Division:	Local Board of	Assessment Ap	angale (LRAA)			
Classification:	Simple	Assessment Ap	ppeals (LDAA)			
Type of Transaction		ont to Citizon				
Who may avail:			intoroct			
	REQUIREMENTS	n having legal interest WHERE TO SECURE				
Principal	ALQUINLIMINI 3		WIILKE TO SE	LCOKL		
Petition under oath (5 original)	Document Ov	MOOR			
Tax declaration (1 or			r's Office (CAssrC	11		
Affidavits or docume		Document O	· · · · · · · · · · · · · · · · · · ·	<i>')</i>		
support thereof (1 or		Document O	WITEI			
Government Issued		Burgau of Int	ornal Povonuo (R	IR), Philippine Postal		
(1 photocopy)	ID Calu		Post Office), Philip			
(трпососору)			A), Social Securit			
			Service Insurance			
			on Election (COM			
Representative			011 210011011 (00111			
Special Power of Att	ornev (1 original)	Person repre	Person represented (Document Owner)			
	Petition under oath (5 original)		sented (Documen	,		
Tax declaration (1 or		CAssrO				
Affidavits or docume			Document Owner			
support thereof (1 or						
Government Issued		BIR, Post Off	BIR, Post Office, PSA, SSS, GSIS, COMELEC			
(1 photocopy)						
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. State the	Make initial	None	15 minutes	MILAGROS C. MUNAR		
complaint and	assessment			Administrative Aide I		
submit the tax	report and			(LBAA)		
declaration	return it to the			ARTHUR P. DE JESUS		
requested from	client.			Administrative Aide I		
Assessor's		(LBAA)				
Office to the				(==: , ,		
LBAA.						
0.01.222	0.0.1.	N.	00.14	MADIA LUGA D		
2. Submit the	2. Conducts	None	30 Minutes	MARIA LUISA B. PASCO		
initial	interview and			Board Secretary I		
assessment	give advice to			Dourd Goordiary I		



report to the Board Secretary of the LBAA.	the client.			(LBAA)
	TOTAL:	None	45 Minutes	

28. Attending to Complaints against Barangay Officials for Mediation

The Liga ng mga Barangay (LIGA) Office aids in the possible resolution of complaints filed against and among Barangay officials.

Office or Division:	Office of Liga ng M	1ga Barangay (l	Office of Liga ng Mga Barangay (LIGA)				
Classification:	Highly Technical						
Type of Transaction:	G2G – Governmer G2C – Governmer						
Who may avail:	Pasay City Citizen	/s; Barangay Of	fficials of Pasay C	ity			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	JRE			
Notarized Complaint L supporting attachment (1 photocopy)	s (as applicable)	Complainant					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Wait for the City Secretariat's endorsement of required documents to the Office of Liga ng mga Barangay (LIGA).	1. Acknowledge the submission and check the completeness of requirements/ documents.	None	15 Minutes	MARIA THERESA B. PANLILIO Administrative Aide I (LIGA Office)			
2. Wait for the summon's receipt from the Liga ng mga Barangay (LIGA).	2. Set and inform the client with the schedule of hearing/ mediation.	None	1 Day	MARIA THERESA B. PANLILIO Administrative Aide I (LIGA Office)			
3. Attend the scheduled mediation conference at the Office of Liga ng Mga Barangay	 3. Hear and assist all parties on the case at hand 3.1 1st Hearing (as needed) 	None	2 Hours (for mediation conference) 5 Days (waiting time	Liga Committee on Law and Justice (LIGA Office)			



3.	Wait for the forwarding of notice of	3.2 2 nd Hearing (as needed) 3.3 3 rd Hearing (as needed) 4. Note and record the issuance of the said notice	None	prior to 1st Hearing) 5 Days (waiting time prior to 2nd Hearing) 5 Days (waiting time prior to 3rd Hearing) 30 minutes	Liga Committee on Law and Justice
	resolution presented by the Liga Committee on Law and Justice at the Office of Liga ng Mga Barangay (LIGA) to the City Secretariat for their disposition, and secure a copy thereof.	and maintain a copy thereof for file reference.			(LIGA Office)
		TOTAL:	None	16 Days, 2 Hours, and 45 Minutes	

29. Availing Admission Services of Pasay City General Hospital

The Admitting Section of Pasay City General Hospital (PCGH) is a 24/7 service, manned with personnel who are willing to answer inquiries regarding patient's admission.

Office or Division:	Admitting Section, Pasay City General Hospital (PCGH)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Duly accomplished Admission Order			
(1 original)			



Admission Order Information/details to be		Emergency Room (ER) Department, PCGH			
included in the Admission Order		Attending Physician			
Duly accomplished Patient Data Form (1 original) - Patient Data Form - Information/details to be included in the Patient Data		Admitting Section, PCGH			
Form	ine i alieni Dala	Patient			
Duly accomplished Patient Cover Sheet Form (1 original) - Patient Cover Sheet Form - Information/details to be included in the Patient Cover Sheet Form		Admitting Section, PCGH Patient			
Philhealth Membershi (NBB) (1 original)	p No Balance Billing	Admitting Section, PCGH			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Admitting Section of PCGH and state your medical concern/s.	1. Attend to the medical concern/needs of the patient: 1.1 Give accomplished admission order and Philhealth Membership No Balance Billing to the patient. 1.2 Provide copies of Patient Data and Cover Sheet Forms. 1.3 Designate room number of the patient.	None	15 Minutes	ROSEMARIE S. CASTAÑEDA Administrative Assistant II/ Admitting Clerk (PCGH) ANGELITA S. BELENO Administrative Aide I/ Admitting Clerk (PCGH)	



2. Submit duly accomplished Patient Data and Cover Sheet Forms together with the Admission Order and Philhealth Membership No Balance Billing at the Admitting Section of PCGH.	 Acknowledge the submission and check for the completeness and veracity of the requirements. Assist the patient for transfer to the designated room/ward thereafter. 	None	30 Minutes	MARIAN F. YUNGCO Nurse I (PCGH)
3. Transfer to the assigned hospital room/ward of the PCGH.	3. Endorse the patient's chart and admission order to the ward nurse and wait for further instructions from the attending physician.	None	30 Minutes	MARIAN F. YUNGCO Nurse I (PCGH)
	TOTAL:	None	1 Hour and 15 Minutes	

30. Availing Cremation Services

The Pasay City Government owns and operates a crematorium that can serve as an alternative mode of interment for deceased residents and non-residents of the City.

Office or Division:	Pasay Public (Pasay Public Cemetery & Crematorium (PCPCC)			
Classification:	Simple	Simple			
Type of Transaction	G2C – Governr	ment to Citizen			
Who may avail:	All				
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Cremation Schedule Request Form		Crematorium Office of the PCPCC			
(1 original)					
Death Certificate (1 p	hotocopy)	Local Civil Reg	gistry Office		
Cremation Permit (1 o	original)	City Health Office			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
ACTIONS		PAID	TIME	RESPONSIBLE	
1. Secure and	1. Prepare the	None	5 Minutes	EVANGELINE D.	
accomplish the	interment			DANIELES	



cremation schedule form, and submit it to the Cremation Office of the PCPCC together with all the requirements.	service schedule, and issue Order of Payment to the client.			Administrative Aide III (PCPCC)
2. Proceed to the assigned City Treasurer's Office (CTO) teller at the PCPCC, 2 nd floor, and pay the required fees.	2. Issue Official Receipt (OR) based on submitted Order of Payment to the client.	Cremation Services Rate: Residents (Adults) – PHP 8,000 Non- Residents (Adults) – PHP 15,000 Cremation of Bone/ Remains – PHP 4,000 Infant – PHP 2,000 Children (below 12 years old) – PHP 4,000 Youth (12- 18 years old) –	5 Minutes	CHRISTOPHER Y. DECENA Administrative Aide II (CTO)



		DUD		
		PHP 6,000		
		0,000		
		Other		
		Related Fees		
		(To be paid		
		at		
		Treasurer's		
		Office, City		
		Hall of		
		Pasay)		
		Cremation		
		Permit –		
		PHP 500		
		Entrance		
		Fee (if the		
		place of		
		death of		
		the		
		deceased		
		person is		
		outside the		
		City of		
		Pasay) – PHP 200		
		11111 200		
		(Per		
		Ordinance		
		No. 4008, s.		
2. Dragger till a OD	0 Ammuni 11-	2007)	C Missister =	MADIVIC DC AUL C
3. Present the OR	3. Approve the cremation	None	5 Minutes	MARIVIC DG. NILLO Officer-In-Charge,
to the	service			(PCPCC)
Crematorium	schedule.			()
Office of the	Joi roddio.			
PCPCC for the				
approval of the				
cremation				
service schedule.				



4.	Secure the approved cremation services schedule at the Crematorium Office of the PCPCC.	4. Issue the approved cremation services schedule to the client, and keep the records thereof.	None	5 Minutes	EVANGELINE DANIELES Administrative Aide III (PCPCC)
5.	Present the approved cremation services schedule for the conduct of the cremation.	 5. Receive and verify the schedule then conduct cremation process. 5.1 After which, proceed to the PCPCC Office, 2nd floor, and claim the Cremation Certificate. 	None	2 Hours	Cremation Section Staff (PCPCC)
6.	Secure Cremation Certificate to the assigned staff.	5. Prepare and issue the Cremation Certificate to the client.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC)
		TOTAL:	If the place of death of the deceased person is within the area of City of Pasay: Residents (Adults) – PHP 8,500	2 Hours and 25 Minutes	



Non- Residents (Adults) – PHP 15,500
 Cremation of Bone/ Remains – PHP 4,500
• Infant – PHP 2,500
 Children (below 12 years old) PHP 4,500
• Youth (12- 18 years old) — PHP 6,500
If the place of death of the deceased person is
outside the area of City of Pasay:
Residents (Adults) – PHP 8,700
Non- Residents



(Adults) – PHP 15,700
Cremation of Bone/ Remains – PHP 4,700
• Infant – PHP 2,700
 Children (below 12 years old) PHP 4,700
• Youth (12- 18 years old) — PHP 6,700

31. Availing of Burial Lot/Niche/Apartment Services

The Pasay City Government owns and operates a public cemetery for its citizens' departed ones. Pasay City residents are given priority in securing a lease contract for a burial lot/niche/apartment within the cemetery. Due to the ever growing need of the City, the space provided is quite limited.

Office or Division:	Pasay Public Cemetery & Crematorium (PCPCC)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	All			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE			
Pasay City Resident				
Burial Schedule Form	al Schedule Form PCPCC			
Death Certificate (1 photocopy) Local Civil Registry Office				
Barangay Certificate to prove that the Concerned Barangay Hall				



annihantia a Danas	Oite De aideat			
applicant is a Pasay	City Resident			
(1 original) Non-Pasay City Re	sident			
Burial Schedule For		PCPCC		
Death Certificate (1		Local Civil Regis	stry Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the burial schedule form and submit it together with all the requirements at the PCPCC.	1. Receive and acknowledge the submission of duly accomplished form and requirements.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
2. Wait for the assessment of the records at the PCPCC	2. Check the calendar, and schedule the interment service.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
3. Proceed to the specified place of interment within the cemetery, together with the cemetery staff	3. Accompany the client to the specified place of interment and assess the area thereat.	None	10 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
Proceed to the assigned City Treasurer's	4. Issue Official Receipt (OR) based on	Rental Rates: For Niche and Lot –	5 Minutes	CHRISTOPHER Y. DECENA Administrative Aide II (CTO)



Office (CT teller at the Cemetery Office, 2 nd and pay the required for	floor, ne	submitted Order of Payment to the client.	Niche PHP 200 per year (for every first two bottom layers) Lot PHP 115 per year per lot (1 x 2.3 meters) For Apartment Type Niches – PHP 150 per year (PHP 750 for five years) (Per Ordinance No. 3992, S-2007)		
5. Proceed to PCPCC as sign the incard contains the inform of the decoperson and other person details relative thereto.	nd dex aining ation eased d onal	5. Keep and maintain the index card for file/future reference.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
		TOTAL:	Rental Rates: For Niche and Lot – PHP 1,575 For Apartment Type Niches –	30 Minutes	



PHP 750	
(Per	
Ordinance No.	
3992, S-2007)	

32. Availing of Interment Services

Present lease holders of spaces within the cemetery (lot/niche/apartments) can avail of interment services upon proper coordination with the Pasay Public Cemetery & Crematorium. For those who are not yet lease holders, it is advised that they secure a lease contract prior to applying for this service.

Office or Division:	Pasay Public Ce	Pasay Public Cemetery & Crematorium (PCPCC)			
Classification:	Simple	Simple			
Type of Transaction	n: G2C – Governme	ent to Citizen			
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Death Certificate (1 p	ohotocopy)	Local Civil Reg	istry Office		
Burial Permit (1 origi			ce, Pasay City H	lall	
Lease contract (1 ph		PCPCC	,	,	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Secure and accomplish burial schedule form and submit it together with all the requirements to the PCPCC.	Schedule the interment service, and issue order of payment in relation thereto.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)	
2. Proceed to the City Treasurer's Office (CTO) at the Pasay City Hall for the payment of corresponding	2. Issue Official Receipt (OR) based on submitted Order of Payment to the client.	Burial Fee – PHP 150 Cemetery Fee – PHP 150 Exhumation fee – PHP 150	1 Hour	Cashier (CTO)	



fees.		Entrance Fee (if applicable) – PHP 200 (Per Ordinance		
		No. 3992, S-2007)		
3. Submit the OR of payment to PCPCC.	3. Check the veracity of OR and schedule the interment.	None	5 Minutes	BELEN N. INTERIA Administrative Aide IV (PCPCC) JASON P. PUMIKPIK Administrative Aide II (PCPCC) DANTE C. BEGASA Cemetery Caretaker (PCPCC)
	TOTAL:	PHP450 If with Entrance Fee - PHP 650 (Per Ordinance No. 3992, S- 2007)	1 Hour and 10 Minutes	

33. Availing of Medical Social Service Assistance (Emergency Room, Out Patient Department and Admitted Patients)

The Medical Social Service of PCGH ensures that all ER, OPD and Admitted Patients are attended and given appropriate assistance and necessary interventions.

Office or Division:	Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Medical Abstract/Discha (1 photocopy)	Medical Abstract/Discharge Summary (1 photocopy)		Ward, PCGH		
Social Case Study Report (1 original)		Pasay City Social Welfare and Development			
Inter-Agency Referral/ R (1 original)	Inter-Agency Referral/ Recommendation Letter (1 original)		y (DOH-MAP, PC	SO, Malasakit	
Referral from the Clinica	ll Team (1 original)	Clinical Tea	m, PCGH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to MSSS, PCGH for initial assessment.	1. Carry out initial assessment and establish the classification of patient. 1.1 If the patient is classified as Class D indigence, instruct the requesting party to proceed to the Ancillary Department of the PCGH. 1.2 If the patient is classified as Class C indigence, instruct the requesting party to proceed to the Cashier Section, PCGH to settle balance.	None	15 Minutes	MARIA JINKY T. ILAGAN Social Welfare Officer III (PCGH) MA. DAISY S. SANTIAGO Social Welfare Officer I (PCGH) QUEENY S. VILLAMARIN Social Welfare Officer I (PCGH) MARVIN M. SALINAS Social Welfare Officer I (PCGH) JENNIFER B. SEVILLA Social Welfare Officer I (PCGH)	
2 Proceed to the Ancillary Department and sign logbook upon receipt of MSSS assistance	Issue Medical Social Service Assistance to the requesting party and keep	None	5 Minutes	MARIA JINKY T. ILAGAN Social Welfare Officer III (PCGH)	



Or Proceed to the Cashier Section to	supporting documents for file reference.			MA. DAISY S. SANTIAGO Social Welfare Officer I (PCGH)
settle balance.				QUEENY S. VILLAMARIN Social Welfare Officer I (PCGH)
				MARVIN M. SALINAS Social Welfare Officer I (PCGH)
				JENNIFER B. SEVILLA Social Welfare Officer I (PCGH)
	TOTAL:	None	20 Minutes	

Classification of Indigency:

Class	Income B	Income Bracket		
	From To		Discount	
D	Below	2,083.91	100%	
C3	2,917.47	2,083.94	75%	
C2	3,751.03	2,917.48	50%	
C1	4,584.60	3,751.04	25%	
В	Above	4,584.61	Able to pay	

^{*} Pursuant to Republic Act No. 737

Medical Social Service Classification of Patients Modes of Cost of Sharing

Patient Category	Hospital Share	Patient Share
Class D	Full – The hospital provide free	The patient shall not pay for
	room and board, professional	hospital charges incurred.



Class C-3	services, linen and ancillary services, and available medicines. Partial – The hospital staff shall provide free room and board, linen, and professional services. Subsidize more than 50% on the available medicines and ancillary services.	The patient shall share any affordable amount for medicines provided and ancillary services rendered.
Class C-2	Partial – The hospital shall provide free room and board, linen and professional services. Subsidize 50% of the available medicines and ancillary services.	The patient shall pay 50% of the charges for medicines given and ancillary services rendered.
Class C-1	Partial – The hospital shall provide free room and board, linen and professional services. Subsidize 25% of the available medicines and ancillary services.	The patient shall pay 75% of hospital charges for medicines given, ancillary services, rendered, and other, if any.

^{*} According to DOH Administrative Order # 51-A s. 2000

34. Availing of Membership Card

The Derham Park and Sports Complex offers a membership card to clients who use the fitness gym.

Office or Division:	Derham Park and	Derham Park and Sports Complex (DPSC)				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen, G2	2G – Government	to Government		
Who may avail:	All					
CHECKLIST OF R	REQUIREMENTS		WHERE TO SE	CURE		
Membership Form (1	original)	DPSC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIE				
Accomplish the membership form at the Fitness Gym of DPSC.	1. Receive and check the completeness of data entries in the filled-out membership	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)		



	form.			
Wait for the order of payment to be issued by the DPSC.	Issue order of payment to the client.	PHP 350	10 Minutes	Cashier (CTO)
2.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.	2.1 Receive payment and issue Official Receipt (OR) to the client.			
3. Proceed to the Fitness Gym of the DPSC and submit the OR to the frontline personnel thereat, prior receiving the membership card.	3. Check the OR then issue the membership card to the client.	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)
	TOTAL:	PHP 350	20 Minutes	

35. Availing the Services of Philhealth Section (Reimbursement of Out of Pocket Expenses)

The Philhealth Section of Pasay City General Hospital (PCGH) releases check for claims on reimbursement for Out of Pocket Expenses (OPE) to qualified patients who paid additional hospital charges during their admission in the hospital.

Office or Division:	Pasay City General Hospital (PCGH)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All



CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Duly accomplished Pl				
Eligibility Form (1 orig	inal)			
 Philhealth Benefit Eligibility Form 		Philhealth Section, PCGH		
(PBEF)				
	details to be included	Patient		
in the PBEF				
	nilhealth Claim Forms:			
PBEF, CSF, CF2, CF	` ,	DI III III O .	d'a BOOLL	
	F, CF2, CF3 & CF4	Philhealth Se	ction, PCGH	
Forms	details to be included	Patient		
in the Claim		Pallelli		
Membership Data Re				
(1 original)		Philhealth Off	ice	
Philhealth ID Card (1	original)	Philhealth Off		
Senior Citizen's ID Ca			nior Citizen Affairs	
(1 original)	,			
4Ps ID Card (if applic	able) (1 original)	Pasay City Social Welfare and Development		
Medical Record (1 ph	otocopy)	Hospital where the patient is admitted, or, Health		
		Information Management Section (HIMS), PCGH		
	T	for discharged patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the	1. Process the	None	60 Days	SHIRLEY O.
Philhealth Section	request:		(includes	CORROS
of PCGH for the	1		processing	Administrative
processing of	1.1 Re-evaluate the		time)	Assistant II/
claims.	claims.		,	Officer-in-Charge (Philhealth Section,
				PCGH)
	1.2 Carry out			1 0011)
	International			
	Code of			
	Diseases			
	(COD)/Revise			
	Values Scale			
	(RVS) coding,			
	certification and documentation.			
	uocumentation.			
	1.1 Issue final			
	assessment of			
	assessment of			



2. Proceed to Philhealth Regional Office (PRO) NCR South Branch for filing and payment of claims.	fees to be paid by the client at respective Philhealth Regional Office (PRO) branch. 2. Issue official receipt of payment to the client.	(Please refer to the schedule of fees below)	30 Days	Philhealth Officer Personnel (Philhealth Section, PCGH)
3. Present Benefit Payment Notice (BPN), Official Receipts of Out of Pocket Expenses (OPE), and other necessary documents to the Philhealth Section of PCGH.	3. Process the request: 3.1 Reimburse Out of Pocket Expenses (OPE). 3.2 Prepare transmittal of voucher for reimbursement.	None	15 Days	SHIRLEY O. CORROS Administrative Assistant III Officer-in-Charge (Philhealth Section, PCGH)
4. Claim the check from Philhealth Section of PCGH, then sign the logbook thereat.	4. Issue the check to the client, and keep the voucher and other attachments for file reference.	None	5 Days	SHIRLEY O. CORROS Administrative Assistant II/ Officer-in-Charge (Philhealth Section, PCGH)
	TOTAL:	(Please refer to the schedule of fees below)	110 Days	

PHILHEALTH PACKAGE

MOST COMMON CASES	ICD-10	PROFESSIONAL FEE	HOSPITAL BILL	TOTAL
ABNORMAL UTERINE	N93.9	PHP 1,980	PHP 4,620	PHP 6,600



BLEEDING				
ABSCESS BUTTOCK AND GLUTEAL	L02.3	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS FACE	L02.0	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS HEAD AND SCALP	L02.8	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS LIMB, AXILLA, HIP & SHOULDER	L02.8	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS NECK	L02.1	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS TRUNK, ABDOMINAL WALL	L02.2	PHP 1,200	PHP 2,800	PHP 4,000
ABSCESS, CHEST, GROIN, PERINUEM, UMBILICUS	L02.2	PHP 1,200	PHP 2,800	PHP 4,000
ACUTE GASTRITIS	K29.1	PHP 1,830	PHP 4,720	PHP 6,550
ACUTE ISCHEMIC STROKE	167.8	PHP 4,560	PHP 10,640	PHP 15,200
ACUTE KIDNEY INJURY	N19	PHP 4,350	PHP 10,150	PHP 14,500
ACUTE MYOCARDIAL INFARCTION	I21.9	PHP 5,670	PHP 13,230	PHP 18,900
ACUTE MYOCARDIAL INFARCTION, NSTE	I21.4	PHP 5,670	PHP 13,230	PHP 18,900
ACUTE PYELONEPRITIS	N10	PHP 3,000	PHP 7,000	PHP 10,000
ACUTE RENAL DISEASE	N00.9	PHP 3,000	PHP 7,000	PHP 10,000
ACUTE TONSILLOPHARYNGITIS	J06.8	PHP 1,200	PHP 2,800	PHP 4,000
AGE SEVERE DEHYDRATION (3 DAYS)	A09.9, E86.2	PHP 1,800	PHP 4,200	PHP 6,000
AGE MODERATE	A09.9, E86.1	PHP 1,800	PHP 4,200	PHP 6,000



DEHYDRATION (3 DAYS)				
ALCOHOLIC LIVER DISEASE	K70.9	PHP 3,540	PHP 8,260	PHP 11,800
ANEMIA	D64.9	PHP 3,000	PHP 7,000	PHP 10,000
ASPIRATION PNEUMONIA	J69.0	PHP 4,410	PHP 10,290	PHP 14,700
BRONCHIAL ASTHMA IN ACUTE EXACERBATION	J45.90	PHP 2,700	PHP 6,300	PHP 9,000
CARDIAC ARRHYTMIA	149.9	PHP 3,660	PHP 8,540	PHP 12,200
CELLULITIS EXTREMETIES	L03.1	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, FACE	L03.2	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, FINGER AND TOES	L03.0	PHP 2,880	PHP 6,720	PHP 9,600
CELLULITIS, HEAD	L03.8	PHP 2,880	PHP 6,720	PHP 9,600
CEREBRAL CONCUSSION	SO6.00	PHP 2,640	PHP 6,160	PHP 8,800
CEREBRAL CONTUSION	S06.20	PHP 2,640	PHP 6,160	PHP 8,800
CERVICAL POLYP	N84.1	PHP 1,560	PHP 3,640	PHP 5,200
CHRONIC KIDNEY DISEASE	N03.9	PHP 4,350	PHP 10,150	PHP 14,500
CHRONIC OBSTRUCTIVE PULMONARY DISEASE	J44.9	PHP 3,660	PHP 8,540	PHP 12,200
CHRONIC OBSTRUCTIVE PULMONARY DISEASE IN AE	J44.1	PHP 3,660	PHP 8,540	PHP 12,200
CHRONIC RENAL/KIDNEY DISEASE	N03.9	PHP 3,000	PHP 7,000	PHP 10,000
CHRONIC KIDNEY DISEASE V (CKD)	N18.5	PHP 4,350	PHP 10,150	PHP 14,500
CHRONIC LIVER DISEASE	k75.8			



CNS Infection	G93.8			
CONGESTIVE HEART FAILURE	I50.0	PHP 4,710	PHP 10,990	PHP 15,700
CORONARY ARTERY DISEASE	l25.1	PHP 1,200	PHP 2,800	PHP 4,000
CVA BLEED/INTRACEREBRAL H'GE	I61.9	PHP 11,400	PHP 26,600	PHP 38,000
CVD INFARCT /CVA I	l63.9	PHP 8,400	PHP 19,600	PHP 28,000
DENGUE SEVERE/DHF III & IV	A97.2	PHP 4,800	PHP 11,200	PHP 16,000
DENGUE W/O WARNING SIGNS	A97.0	PHP 3,000	PHP 7,000	PHP 10,000
DENGUE W/WARNING SIGNS	A97.1	PHP 3,000	PHP 7,000	PHP 10,000
DIABETES MELLITUS UNSPECIFIED	E14.9	PHP 1,200	PHP 2,800	PHP 4,000
DIABETES MELLITUS TYPE II	E11.9	PHP 1,200	PHP 2,800	PHP 4,000
DIABETIC GANGRENE/DIABETIC FOOT	E14.5	PHP 3,780	PHP 8,820	PHP 12,600
DM NEPHROPATHY	E14.2+NO8.3*	PHP 3,780	PHP 8,820	PHP 12,600
ELECTROLYTE IMBALANCE	E87.8	PHP 2,550	PHP 5,950	PHP 8,500
END STAGE RENAL DISEASE	N18.5	PHP 4,350	PHP 10,150	PHP 14,500
ENDOMETRIAL POLYP	N84.0	PHP 1,560	PHP 3,640	PHP 5,200
EROSIVE GASTRITIS W/ HEMORRHAGE	K29.0	PHP 3,840	PHP 8,960	PHP 12,800
ESSENTIAL HYPERTENSION	l10.9	PHP 2,700	PHP 6,300	PHP 9,000
FEBRILE CONVULSION	R56.0	PHP 2,100	PHP 4,900	PHP 7,000



OFOTATIONIAL BLADETEO		1		
GESTATIONAL DIABETES MELLITUS	O24.3	PHP 2,040	PHP 4,760	PHP 6,800
GESTATIONAL UTI	O23.4	PHP 1,200	PHP 2,800	PHP 4,000
HYPERBILIRIBINEMIA OF NB	P59.0	PHP 2,220	PHP 5,180	PHP 7,400
HYPEREMESIS GRAVIDARUM	O21.0	PHP 2,040	PHP 4,760	PHP 6,800
HYPERTENSION STAGE II	l10.1	PHP 2,700	PHP 6,300	PHP 9,000
HYPERTENSIVE CARDIOVASCULAR DISEASE	I11.9	PHP 2,700	PHP 6,300	PHP 9,000
HYPERTENSIVE CARDIOVASCULAR DISEASE W/ HEART FAILURE	I11.0	PHP 2,700	PHP 6,300	PHP 9,000
HYPOKALEMIA	E87.6	PHP 2,550	PHP 5,950	PHP 8,500
INTRAUTERINE FETAL DEATH (IUFD)	O36.4	PHP 2,040	PHP 4,760	PHP 6,800
LEPTOSPIROSIS	A27.9	PHP 3,300	PHP 7,700	PHP 11,000
LIVER CIRRHOSIS	K74.6	PHP 4,530	PHP 10,570	PHP 15,100
MER 3RD DEGREE	O70.3			
MER 4TH DEGREE	O70.3			
NEONATAL CANDIDIASIS	P37.5	PHP 3,810	PHP 8,890	PHP 12,700
NEONATAL JAUNDICE	P59.9	PHP 2,220	PHP 5,180	PHP 7,400
NEONATAL PNEUMONIA	P23.9	PHP 3,810	PHP 8,890	PHP 12,700
NEONATAL SEPSIS/BACTEREMIA OF NB	P36.9	PHP 3,510	PHP 8,190	PHP 11,700
NON INSTITUTIONAL DELIVERY	Z39.0	PHP 600	PHP 1,400	PHP 2,000



PARATHYROID FEVER	A01.4	PHP 3,000	PHP 7,000	PHP 10,000
PEPTIC ULCER W/ HEMORRHAGE	K27.4	PHP 3,840	PHP 8,960	PHP 12,800
PNEUMONIA HIGH RISK/PCAP-D	J18.93	PHP 9,600	PHP 22,400	PHP 32,000
PNEUMONIA MOD.RISK/PCAP-C	J18.92	PHP 4,500	PHP 10,500	PHP 15,000
POST MENOPAUSAL BLEEDING	N95.0	PHP 1,800	PHP 4,200	PHP 6,000
POST OPERATIVE INTESTINAL OBSTRUCTION	K91.3	PHP 3,910	PHP 7,210	PHP 11,120
PRE-ECLAMPSIA SEVERE	O14.1	PHP 2,040	PHP 4,760	PHP 6,800
PREMATURITY	P07.3	PHP 5,070	PHP 11,830	PHP 16,900
PREMATURITY SEVERE	P07.2	PHP 5,070	PHP 11,830	PHP 16,900
PRETERM LABOR W/O DELIVERY	O60.0	PHP 2,040	PHP 4,760	PHP 6,800
PULMONARY TB	A16.9	PHP 2,940	PHP 6,860	PHP 9,800
RESPIRATORY FAILURE	J96.9	PHP 9,600	PHP 22,400	PHP 32,000
RHEUMATIC HEART DISEASE	109.9	PHP 4,710	PHP 10,990	PHP 15,700
SEIZURE DISORDER	R56.8	PHP 2,100	PHP 4,900	PHP 7,000
SEPSIS/SEPTICEMIA	A41.9	PHP 9,600	PHP 22,400	PHP 32,000
TRANSIENT ISCHEMIC ATTACK	G45.9	PHP 2,190	PHP 5,110	PHP 7,300
TYPHOID FEVER	A01.0	PHP 3,000	PHP 7,000	PHP 10,000
UPPER RESPIRATORY TRACT INFECTION	J06.9	PHP 1,200	PHP 2,800	PHP 4,000



URINARY TRACT INFECTION/UROSEPSIS	N39.0	PHP 2,250	PHP 5,250	PHP 7,500
WOUND DEHISCENCE	T81.3	PHP 3,090	PHP 7,210	PHP 10,300

MOST COMMON PROCEDURES	RVS CODE	PROFESSIONAL FEE	HOSPITAL BILL	TOTAL
APPENDECTOMY	44950	PHP 9,600	PHP 14,400	PHP 24,000
ВКА	27888	PHP 12,600	PHP 10,700	PHP 23,300
CEASARIAN SECTION ELECTIVE	59514	PHP 7,600	PHP 11,400	PHP 19,000
CEASARIAN SECTION ELECTIVE WITH BTL	59514/58600	PHP 8,600	PHP 14,400	PHP 23,000
CEASARIAN SECTION PRIMARY/EMERGENCY WITH IUD	59513/58300	PHP 8,400	PHP 12,600	PHP 21,000
CEASARIAN SECTION W/ HYSTERECTOMY	59525	PHP 12,000	PHP 18,000	PHP 30,000
CEASARIAN SECTION, ELECTIVE WITH IUD	59514/58300	PHP 8,400	PHP 12,600	PHP 21,000
CEASARIAN SECTION, PRIMARY/EMERGENCY	59513	PHP 7,600	PHP 11,400	PHP 19,000
CEASARIAN SECTION, PRIMARY/EMERGENCY WITH BTL	59513/58600	PHP 8,600	PHP 14,400	PHP 23,000
CHEMOTHERAPHY	96408	PHP 1,680	PHP 5,600	PHP 7,280
CHOLECYSTECTOMY	47600	PHP 12,400	PHP 18,600	PHP 31,000
CHOLECYSTECTOMY LAPARASCOPIC	47562	PHP 12,400	PHP 18,600	PHP 31,000



COLONOSCOPY DIAGNOSTIC	44388	PHP 7,560	PHP 7,400	PHP 14,960
COMPLICATED NSD	59409	PHP 4,200	PHP 5,500	PHP 9,700
COMPLICATED NSD W/ BTL	59409/58600	PHP 5,200	PHP 8,500	PHP 13,700
COMPLICATED NSD W/ IUD	59409/58300	PHP 5,000	PHP 6,700	PHP 11,700
CTT Insertion	32020	PHP 5,320	PHP 2,660	PHP 7,980
DEBRIDEMENT (ALLOWED AS 2ND CASE RATE)	11000	PHP 5,040	PHP 5,500	PHP 10,540
DILATATION AND CURETTAGE	58120	PHP 4,400	PHP 6,600	PHP 11,000
ENDOMETRIAL SAMPLING	58100	PHP 4,400	PHP 6,600	PHP 11,000
ENDOSCOPY	43243	PHP 7,560	PHP 7,400	PHP 14,960
EXCISION BIOPSY OF BREAST INCISIONAL	19101	PHP 1,260	PHP 4,300	PHP 5,560
EXCISION OF BENIGN LESION	ANY SITE	PHP 840	PHP 2,800	PHP 3,640
EXCISION OF MALIGNANT LESION	ANY SITE	PHP 1,260	PHP 4,300	PHP 5,560
EXPLORATOMY LAPAROTOMY	49000	PHP 12,600	PHP 10,700	PHP 23,300
EXTRACAPSULAR CATARACT EXTRACTION W/IOL INSERTION	66984	PHP 6,400	PHP 9,600	PHP 16,000
FISTULOTOMY, ANAL FISTULA	46270	PHP 6,720	PHP 5,400	PHP 12,120
HEMODIALYSIS (ALLOWED AS 2ND CASE)	90935/SESSION	PHP 350	PHP 2,250	PHP 2,600
HEMORRHOIDECTOMY BY	46221	PHP 6,720	PHP 5,400	PHP 12,120



SIMPLE LIGATURE				
HEMORRHOIDECTOMY, EXTERNAL COMPLETE	46250	PHP 6,720	PHP 5,400	PHP 12,120
HEMORRHOIDECTOMY, INTERNAL & EXTERNAL SIMPLE	46255	PHP 6,720	PHP 5,400	PHP 12,120
HERNIORAPHY/ HERNIOPLASTY	49505	PHP 8,400	PHP 12,600	PHP 21,000
INCISION AND DRAINAGE OF ABSCESS	10060	PHP 840	PHP 2,800	PHP 3,640
LOBECTOMY PARTIAL THYROID UNILATERAL	60210	PHP 12,400	PHP 18,600	PHP 31,000
LOBECTOMY TOTAL THYROID UNILATERAL	60220	PHP 12,400	PHP 18,600	PHP 31,000
MASTECTOMY MODIFIED RADICAL	19240	PHP 8,800	PHP 13,200	PHP 22,000
MASTECTOMY, SIMPLE	19180	PHP 8,800	PHP 13,200	PHP 22,000
MER 3RD	70.2			
MER 4TH	O70.3			
NEWBORN PACKAGE (ALLOWED AS 2ND CASE)	99460	PHP 500	PHP 2,450	PHP 2,950
NSD	NSD01	PHP 2,000	PHP 3,000	PHP 5,000
NSD W/ BTL	2e	PHP 3,000	PHP 6,000	PHP 9,000
NSD W/ IUD	NSDO1/58300	PHP 2,800	PHP 4,200	PHP 7,000
OOPHORECTOMY	58661	PHP 29,400	PHP 24,000	PHP 53,400
OPEN REDUCTION INTERNAL FIXATION (ORIF)				-



PARTIAL BREECH EXTRACTION	59411	PHP 6,720	PHP 5,400	PHP 12,120
PARTIAL BREECH EXTRACTION W/ BTL	59411/58600	PHP 7,720	PHP 8,400	PHP 16,120
PARTIAL BREECH EXTRACTION W/ IUD	59411/58300	PHP 7,520	PHP 6,600	PHP 14,120
REPAIR OF INGUINAL HERNIA	AGE CATEGORY	PHP 8,400	PHP 12,600	PHP 21,000
RESUSCITATION PACKAGE	P0000	PHP 1,200	PHP 2,800	PHP 4,000
SALPHINGECTOMY	58700	PHP 10,080	PHP 10,900	PHP 20,980
SALPHINGO- OOPHORECTOMY	58720	PHP 12,600	PHP 10,700	PHP 23,300
SALPINGECTOMY FOR TUBAL PREGNANCY	59120	PHP 15,120	PHP 12,000	PHP 27,120
THYROIDECTOMY	60240	PHP 12,400	PHP 18,600	PHP 31,000
TONSILLECTOMY	42825	PHP 8,400	PHP 9,600	PHP 18,000
TOTAL ABDOMINAL HYSTERECTOMY (TAH-BSO)	58150	PHP 12,000	PHP 18,000	PHP 30,000
TRANSURETHRAL RESECTION OF PROSTATE 1ST STAGE	52612	PHP 9,240	PHP 12,700	PHP 21,940
TRANSURETHRAL RESECTION OF PROSTATE 2ND STAGE	52614	PHP 9,240	PHP 12,700	PHP 21,940
VAGINAL DELIVERY AFTER CS W/ BTL	59612/58600	PHP 7,720	PHP 8,400	PHP 16,120
VAGINAL DELIVERY AFTER CS	59612	PHP 6,720	PHP 5,400	PHP 12,120



VAGINAL DELIVERY AFTER CS W/ IUD	59612/58300	PHP 7,520	PHP 6,600	PHP 14,120	İ
					ı

36. Availing the Services of Philhealth Section for Discharging of Patients

The Philhealth Section of Pasay City General Hospital (PCGH) ensures health benefits availment of all qualified patients as well as providing assistance and relevant information on all Philhealth related inquiries.

Office or Division:	PCGH			
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	All			
CHECKLIST OF F			WHERE TO SE	CURE
Duly accomplished Ph				
Eligibility Form (1 origi - Philhealth B (PBEF)	nal) enefit Eligibility Form	Philhealth Se	ction, PCGH	
in the PBEF	details to be included	Patient		
Duly accomplished Ph Forms: PBEF, CSF, C (1 Original)				
` ,	CF2, CF3 & CF4	Philhealth Section, PCGH		
 Information/ in the Claim 	details to be included Forms	Patient		
Membership Data Red	ord (MDR)			
(1 original)	,	Philhealth Office		
Philhealth ID Card (1 o		Philhealth Office		
Senior Citizen's ID Ca	rd (if applicable)	Office for Senior Citizen Affairs		
(1 original)				
4Ps ID Card (if application	<i>,</i> , , , , , , , , , , , , , , , , , ,	Pasay City Social Welfare and Development		
Medical Record (1 pho	otocopy)			dmitted, or, Health
				on (HIMS), PCGH
		for discharged		DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to	 Verify eligibility 	None	10 Minutes	SHIRLEY O.
Philhealth	for Philhealth			CORROS Administrative
Section of PCGH to verify	Service.			Assistant II/



Philhealth Service eligibility.	1.1 Issue PBEF and CF2 to the client.			Officer-in-Charge (Philhealth Section, PCGH)
				VIVIAN C. LEONARDO Nursing Attendant I/ PHIC Staff (PCGH)
				ROSEMARIE S. CASTAÑEDA Administrative Assistant II (PCGH)
2. Submit duly accomplished Claim Forms together with all the requirements at the Philhealth Section of PCGH.	2. Acknowledge the submission and evaluate the completeness and veracity of Philhealth documents.	None	5 Minutes	SHIRLEY O. CORROS Administrative Assistant III Officer-in-Charge (Philhealth Section, PCGH)
	2.1 Give instructions to the PHIC member/ representative regarding the result of Philhealth Service application and coverage of hospital charges.	None	5 Minutes	SHIRLEY O. CORROS Administrative Assistant III Officer-in-Charge (Philhealth Section, PCGH)
	2.2 Advise the patient with the remaining balance, if applicable or instruct to go to the Medical Social Services for evaluation.	None	5 Minutes	VIVIAN C. LEONARDO Nursing Attendant I/ In-Charge Staff (Philhealth Section, PCGH)



	2.3 Instruct the Patient to go to the Cashier for the release of discharge slip.	None	5 Minutes	VIVIAN C. LEONARDO Nursing Attendant I/ In-Charge Staff (Philhealth Section, PCGH
3. Go to the Cashier Section of the PCGH to secure discharge slip.	3. Issue Discharge slip to the patient.	None	3 Minutes	JAMES O. REAL Watchman I/ Collecting Clerk (Cashier Section, PCGH)
4. Sign the Philhealth receiving logbook at the City Treasurer's Office of Pasay City Hall upon receipt of complete documents relative to discharge.	4. Discharge the patient and compile supporting documents for file reference.	None	5 Minutes	VIVIAN C. LEONARDO Nursing Attendant I/ In-Charge Staff (Philhealth Section, PCGH)
ar and area gar	TOTAL:	None	33 Minutes	

37. Availing the Services of the Emergency Room (ER) Department

The Emergency Room (ER) Department of Pasay City General Hospital (PCGH) provides emergency care, management and proper treatment of patients admitted in the hospital.

Office or Division:	Pasay City Gener	Pasay City General Hospital, ER Department			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governme	G2C – Government to Citizen			
Who may avail:	All	All			
CHECKLIST OF R	EQUIREMENTS	QUIREMENTS WHERE TO SECURE			
Duly accomplished Em	ergency Room				
Blotter Form					
- Emergency	Room Blotter Form	Emergency	Room Triage, PC	CGH	
- Information/o	details to be included	Patient/Immediate Family Member of the patient			
in the ER Blo	otter Form		•	•	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID TIME RESPONSIBLE			
1. Proceed to the	1. Attend to the	None	10 Minutes	DAVID L.	
Emergency Room	needs of the			DELA CRUZ	
Information				Nurse I	



	<u> </u>			
Counter of PCGH.	patient:			(PCGH)
	1.1 Triage, get the medical history and record the vital signs of the patient			
	1.2 Refer the patient to the ER Consultation Room.			
2. Wait to be transferred to the ER Consultation desk/room of the PCGH.	2. Assess the condition of the patient: 2.1 Conduct emergency management and diagnosis (refer to Ancillary Department of PCGH, if needed)	None	20 Minutes	Doctor/s on Duty (PCGH)
3. Submit request forms and specimen to the Laboratory or Radiology Department of the PCGH.	3. Validate request forms.3.1 Issue Order of Payment for the work-ups.	None	1 Hour	MARICOR S. LISING Medical Technologist II (PCGH)
4. Proceed to the Cashier Section to pay required fees for work-ups.	4. Issue Official Receipt (OR) to the requesting party.	Please refer to the table of fees below.	4 Minutes	JAMES O. REAL Watchman I/Collecting Clerk (PCGH)



5. Submit work-ups specimen to the ER Consultation desk/room of the PCGH.	 5. Interpret medical exam results. 5.1 Make a diagnosis. 5.2 Prepare a plan of care/ coordination with ward doctor. 5.3 Perform patient management/ treatment/ counseling. 5.4 Implement decision making regarding admission and/or discharge. 5.5 Prepare the admitting/ discharge 	None	2 Hours	Doctor/s on Duty (PCGH)
	order.			
	TOTAL:	(Please refer to the schedule of fees below.)	3 Hours and 30 Minutes	

SCHEDULE OF FEES

HEMATOLOGY



LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding Time)	PHP 20	PHP 15
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbAic	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile	PHP 250	PHP 100
(HDL/LDL/VLDL		
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70



LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (CI)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

MRI FEES = PHP 2,000 (Subject for evaluation of the Social Worker)

38. Availing the Services of the Laboratory Department

The Laboratory of PCGH offers routine clinical laboratory services, Blood Chemistry tests and Blood Bank services.

Office or Division:	Laboratory Department, Pasay City General Hospital (PCGH)		
Classification:	Simple		
Type of Transaction:	G2C – Governmen	t to Citizen	
Who may avail:	All		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		WHERE TO SECURE	
Duly accomplished Laboratory Request			
Form			
 Laboratory Request Form OPD; Emergency Room, PCGH; 		OPD; Emergency Room, PCGH; Ward per	



Information/details to be included in the Laboratory Request Form		department Attending Ph	nysician	
Senior Citizen's Identification Card		OSCA		
(if applicable)				
(1 original)				
PWD Identification C	Card (1 original)	PSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Physician's referral to the Laboratory	 Accept/validate the request form. 1.1 Issue charge 	None	10 Minutes	JUANITA I. LOPEZ Laboratory Aide I (PCGH)
Department of	slip for			MA. DAISY S.
PCGH.	payment.			SANTIAGO Social Welfare Officer I
	1.2 Provide			(PCGH)
	specimen			
	bottle for			
	urine/stool			
	sample.			
	1.3 Classify patients as to their capacity to pay:			
	1.3.1 Indicate/ compute cost and discounts for Senior Citizens and/or Persons with Disability (PWD) on requested laboratory examinations.			
2. Proceed to the	2. Issue Official	Please	4 Minutes	MANUEL D. ABAD Billing Clerk
Cashier Section	Receipt (OR) to	refer to the table of		(PCGH)
to pay required fees for	the requesting	fees		(1. 3311)
laboratory	party.	below.		JAMES O. REAL
examinations.		20.011		Watchman I/Collecting



					<i>Clerk</i> (PCGH)
pay Lab Sec	esent OR of yment at the coratory ction of GH.	3. Provide specimen bottles for urine/stool sample to the requesting party.	None	5 Minutes	EDERLITA G. SANTOS Administrative Aide I/Laboratory Staff (PCGH)
spe Lab Sec	bmit oratory ecimen at the coratory ction of GH.	4. Analyze/validate the specimen submitted by the requesting party.	None	4 Hours (includes waiting time for the releasing of results)	VIVIEN J. SANTOS Medical Technologist I (PCGH)
Lab Rel Coo PC res lab	back to the coratory leasing unter of GH for the cult of oratory aminations.	5. Issue official laboratory result to the requesting party.	None	5 Minutes	JUANITA I. LOPEZ Laboratory Aide I/Laboratory Staff (PCGH) EDERLITA G. SANTOS Administrative Aide I/Laboratory Staff (PCGH)
		TOTAL:	Please refer to the table of fees below.	4 Hours and 24 Minutes	(· ·)

SCHEDULE OF FEES

HEMATOLOGY

LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding	PHP 20	PHP 15



Time)		
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbAic	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile	PHP 250	PHP 100
(HDL/LDL/VLDL		
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70

LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (CI)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60



Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

39. Availing the Services of the Out-Patient Department (OPD)

The Out-Patient Department (OPD) of Pasay City General Hospital provides clinical care and management on the prevalent diseases, as well as specialized and sub-specialized forms of treatment and some minor procedures.

Office or Division:	Out-Patient Department, Pasay City General Hospital (OPD PCGH)			
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	All			
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SE	CURE
Duly accomplished Pati	ent Information			
Form (1 original)				
- Patient's Info	rmation Form	OPD Counter	, PCGH	
- Information/d	etails to be included	d Patient		
in the Patient	Information Form			
Follow-up card (1 original)		OPD Counter, PCGH		
Work-up Results (as requested)		Radiology or Laboratory Department of PCGH		ment of PCGH
(1 original)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE



Proceed to the OPD (Central Waiting Area) of PCGH for prescreening.	1. Conduct prescreening of patient: 1.1 Issue Patient's Information Form to be filled-out by the patient 1.2 Issue OPD number to	None	15 Minutes	RODEL H. ANGELES Nurse I (PCGH)
	patient.			
2. Present Out Patient Department (OPD) number at the assigned Registration Area of OPD, PCGH and get OPD card thereafter.	2. Assess the needs of the patient: 2.1 Retrieve patient's record. 2.2 Triage/get the vital signs of the patient (blood pressure, temperature etc.). 2.3 Inform the patient about the schedule of consultation.	None	20 Minutes	MA. CRISTINA R. RAÑOSA Nurse I (PCGH) RODEL H. ANGELES Nurse I (PCGH) MARIA JUSTA A. DAVANTES Midwife III (PCGH) LEA T. TALAMILLO Midwife III (PCGH)
3. Present yourself for a check-up/ consultation at the room number of the	3.Conduct the consultation: 3.1 Review	None	30 Minutes	Physician on Duty/Department (PCGH)
assigned doctor at PCGH.	medical record of the patient.			



	3.2 State the diagnosis and treatment procedures to be undertaken by the patient. 3.3 Refer the patient to the concerned Ancillary Department.			
4. Proceed to the concerned Ancillary Department, PCGH for requested work-ups (if advised).	4. Issue order of payment to the requesting party.	(Please refer to the schedule of fees below.)	5 Minutes	MANUEL D. ABAD Administrative. Aide I/ Billing Clerk (Billing Section, PCGH)
5. Go to the Cashier Section of the PCGH for the payment of fees.	5. Issue Official Receipt (OR) to the patient.	None	5 Minutes	JAMES O. REAL Watchman I/ Collecting Clerk (Cashier Section, PCGH)
6. Present OR to the Ancillary Department of PCGH.	6. Attend to the needs of the patient;6.1 Inform the patient with the schedule of follow-up consultation, if necessary.	None	30 Minutes	Physician on Duty/Department (PCGH)
	TOTAL:	(Please refer to the schedule of fees below.)	1 Hours and 45 Minutes	

LABORATORY SCHEDULE OF FEES

HEMATOLOGY



LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding Time)	PHP 20	PHP 15
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbAic	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20
BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile	PHP 250	PHP 100
(HDL/LDL/VLDL		
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70



LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (CI)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600

RADIOLOGY SCHEDULE OF FEES

X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Skull Ap/Lat	PHP 80	PHP 80
Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
TMJ	PHP 90	PHP 80



Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
KUB	PHP 110	PHP 75
Abdomen Supine & Uprite	PHP 180	PHP 150
Thoracic Cage (T-Cage)	PHP 130	PHP 100
Lumbo-Sacral w/ both oblique	PHP 100	PHP 80
Pelvic Bone (Hips)	PHP 140	PHP 110
All Extremities	PHP 90	PHP 60

SPECIAL PROCEDURE

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
IVP	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysterogram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystolography	PHP 300	PHP 150

ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600
Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400
PROCEDURE	PASAY	NON-PASAY
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250



Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250
Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250

CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500
Oropharyngeal CT	PHP 4,000
Facial CT with 3D Reformatting	PHP 4,500
Neck CT (Plain)	PHP 3,000
Neck CT (with Contrast)	PHP 5,000
CT of the Whole Abdomen (Plain)	PHP 6,000
CT of the Whole Abdomen (with Contrast)	PHP 7,500
CT of the Upper Abdomen (Plain)	PHP 3,500
CT of the Upper Abdomen (with Contrast)	PHP 5,000
CT of the Upper Abdomen (with Triple	PHP 8,000
Contrast)	
CT of the Lower Abdomen (Plain)	PHP 3,500
CT of the Lower Abdomen (with Contrast)	PHP 5,000
CT Stonogram	PHP 3,500
CT Urogram	PHP 7,000
CT Extremities	PHP 3,000
Thoracic/Chest	PHP 3,000
Spine	PHP 3,500
Pelvis	PHP 3,500

NOTE:



Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.

CT-SCAN CONSUMABLES CHARGES (AS NEEDED)

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80
Foley Catheter	PHP 56
Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

MAMMOGRAPHY SECTION

Pasay Resident	PHP 600
Breakdown:	
Hospital Charge	PHP 500
Reading Fee for Doctor	PHP 100
Non-Pasay Resident	PHP 1,000
Breakdown:	
Hospital Charge	PHP 800

PHP 200

40. Availing the Services of the Radiology Department

Reading Fee for Doctor

The Radiology of PCGH offers routine X-ray, Ultrasound, Mammogram, Computed Tomography Scan (CT Scan) and Magnetic Resonance Imaging (MRI) services.

Office or Division:	Radiology Department	
Classification:	Complex	
Type of Transaction:	G2C - Governm	ent to Citizen
Who may avail:	All	
CHECKLIST OF REQUIF	REMENTS	WHERE TO SECURE
Duly accomplished Laboratory - Laboratory Request Form	-	OPD; Emergency Room, PCGH; Ward per department



 Information/details to be included in the Laboratory Request Form 		Attending Physician		
Senior Citizen's Identification Card (if applicable) (1 original)		OSCA		
PWD Identification Car	,	PSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Physician's referral to the Radiology Department.	1. Accept/validate request form. 1.1 Issue charge slip for payment: 1.1.1 Indicate/	None	4 Minutes	ANNALIZA A. REYMONTE Medical Equipment Technician I (PCGH) MANUEL D. ABAD Billing Clerk (PCGH)
Proceed to Medical Social Service Section for Classification.	Classify patients as to their capacity to pay.	None	5 Minutes	MARVIN M. SALINAS Social Welfare Officer I (PCGH)
3. Proceed to the Cashier Section for the payment of fees.	3.Issue Official Receipt (OR) of payment to the requesting party	Please refer to the table of fees below.	5 Minutes	JAMES O. REAL Watchman I /Collecting Clerk (PCGH)
4. Present OR to Radiology Receptionist.	4. Validate Official Receipt. 4.1 Prepare patient for the procedure	None	10 Minutes	GLENN P. TABUZO Radiologic Technologist III (PCGH)



	needed and give medical instructions.			
5. Secure Official Radiology Result to the Releasing Counter.	5. Issue Radiology Result to the patient.	None	3 Days	JUNNIE B. NUÑEZ Radiologic Technologist II (PCGH)
	TOTAL:	Please refer to the table of fees below.	3 Days and 24 Minutes	

SCHEDULE OF FEES

X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Skull Ap/Lat	PHP 80	PHP 80
Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
TMJ	PHP 90	PHP 80
X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
KUB	PHP 110	PHP 75
Abdomen Supine & Uprite	PHP 180	PHP 150
Thoracic Cage (T-Cage)	PHP 130	PHP 100
Lumbo-Sacral w/ both oblique	PHP 100	PHP 80
Pelvic Bone (Hips)	PHP 140	PHP 110
All Extremeties	PHP 90	PHP 60



SPECIAL PROCEDURE

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
IVP	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysterogram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystolography	PHP 300	PHP 150

ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600
Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250
Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250
Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250



CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500
Oropharyngeal CT	PHP 4,000
Facial CT with 3D Reformatting	PHP 4,500
Neck CT (Plain)	PHP 3,000
Neck CT (with Contrast)	PHP 5,000
CT of the Whole Abdomen (Plain)	PHP 6,000
CT of the Whole Abdomen (with Contrast)	PHP 7,500
CT of the Upper Abdomen (Plain)	PHP 3,500
CT of the Upper Abdomen (with Contrast)	PHP 5,000
CT of the Upper Abdomen (with Triple	PHP 8,000
Contrast)	
CT of the Lower Abdomen (Plain)	PHP 3,500
CT of the Lower Abdomen (with Contrast)	PHP 5,000
CT Stonogram	PHP 3,500
CT Urogram	PHP 7,000
CT Extremities	PHP 3,000
Thoracic/Chest	PHP 3,000
Spine	PHP 3,500
Pelvis	PHP 3,500

NOTE:

Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.

CT-SCAN CONSUMABLES CHARGES (AS NEEDED)

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80
Foley Catheter	PHP 56



Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

MAMMOGRAPHY SECTION

Pasay Resident	PHP 600
Breakdown:	
Hospital Charge	PHP 500
Reading Fee for Doctor	PHP 100

Non-Pasay Resident	PHP 1,000
Breakdown:	
Hospital Charge	PHP 800
Reading Fee for Doctor	PHP 200

41. Availing the Use of Basketball/Volleyball Court

The Derham Park and Sports Complex supervises the usage of Basketball Court.

Office or Division:	Derham Park and	Sports Complex	x (DPSC)		
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Letter Request (1 origin	al)	Requester			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Coordinate with the assigned staff at the DPSC to secure schedule on the use of basketball/ volleyball court.	1. Set schedule on the use of basketball/volleyball court. 1.1. Issue order of payment to the client.	None	5 Minutes	MARITESS A. TALAY Administrative Aide I (DPSC)	
Present the order of payment to the assigned cashier at the DPSC.	Determine the appropriate fee to be paid by	Without Lights PHP 750	5 Minutes	Cashier (City Treasurer's Office)	



2.1 Pay the necessary fee to the assigned Cashier at the DPSC.	the client. 2.1 Issue an Official Receipt (OR) to the client.	With Lights PHP 1,000		
	TOTAL:	Without Lights PHP 750 With Lights PHP 1,000	10 Minutes	

42. Availing the Use of Cuneta Astrodome for Events

Cuneta Astrodome offers its facilities for events organized by both private and public entities for the following activities whether for free or with charge:

- Sports Activities and Religious Events
- Corporate Events, Conventions and Private Occasions
- Concerts, Musical Play and Variety Shows

Office or Division:	Cuneta Astrodo	Cuneta Astrodome		
Classification:	Complex	X		
Type of Transaction	n: G2C – Governm	nent to Citizen, G2	2G- Government to	o Government, G2B
	 Government to 	o Business		
Who may avail:	Event Organizer	r from public and p	orivate entities	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
Request letter (1 orig	ginal)	Event Organizer	from a public or p	orivate entities
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit a request letter to the City Mayor's Office indicating the details of the event.	1. Endorse the request letter to Cuneta Astrodome to check the availability of the venue.	None	25 Minutes	Administrative Aide (City Mayor's Office)
	1.1 Tentatively book the	None	20 Minutes	AURELIO P. VENDIVEL JR.



	requested schedule/s and make an initial discussion of its status and rates.			City Government Assistant Department Head II (Cuneta Astrodome)
2. Wait for the feedback about the status of request from the Cuneta Astrodome.	2. Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees.	None	10 Minutes (1 day – waiting time prior approval of the request)	GARRY P. REYALA Construction and Maintenance Man, (Cuneta Astrodome)
3. Proceed to Cuneta Astrodome for the payment of necessary fees.	3. Conduct final assessment of the fees to be paid by the client.	None	20 Minutes	AURELIO P. VENDIVEL JR. City Government Assistant Department Head II (Cuneta Astrodome)
	3.1 Issue order of payment to the client.	None	15 Minutes	CHARLOTTE GLIZZEL B. SANTOS Administrative Aide I (Cuneta Astrodome)
4. Present the Order of Payment and Pay the necessary fee to the assigned Cashier at the Cuneta Astrodome.	4. Issue an Official Receipt (OR) to the client.	Sports events and religious celebration PHP 80,000 Corporate events, convention and private occasions	15 Minutes	Cashier (City Treasurer's Office)



	PHP 100,000		
	Concert,		
	musicale and		
	variety shows		
	(8 hours max)		
	PHP 150,000		
	Refundable		
	surety bond		
	PHP 20,000		
	Additional		
	charge for		
	excess of two		
	(2) hours PHP 15,000		
TOTAL:	Sports events	TOTAL:	
TOTAL.	and religious		
	celebration	1 Day, 1 Hour and	
	PHP 80,000	35 Minutes	
	PHP 60,000	33 Milliules	
	Corporate		
	events,		
	convention		
	and private		
	occasions		
	PHP 100,000		
	1111 100,000		
	Concert,		
	musicale and		
	variety shows		
	(8 hours max)		
	PHP 150,000		
	1111 130,000		
	Refundable		
	surety bond		
	PHP 20,000		
	•		
	Additional		
	charge for		
	excess of two		
	(2) hours		
•	PHP 15,000		•



43. Availing the Use of Fitness Gym

The Derham Park and Sports Complex supervises the usage of Fitness Gym.

Office or Division:	Derham Park and Sports Complex (DPSC)			
Classification:	Simple	•		
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen, G2G – Government to Government		
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Any Government Issued	d Identification Card	DFA, BIR, Post Office, PSA, SSS, GSIS,		
(1 original)		COMELEC, L	ΤΟ	
Senior Citizen				
Senior Citizen Identifica	tion Card	OSCA		
(1 original)				
Medical Certificate stati	•	DOH Accredite	ed Physicians	
still physically fit to perfo	orm gym activities			
(1 photocopy)				
Students (18 above or				
School ID Card (1 origin	nal)	School		
Members				
Membership Card (1 ori			and Sports Comp	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present your	1. Determine the	For Pasay	10 Minutes	Cashier
Identification Card	appropriate	Residents		(CTO)
to the assigned	fee based on	A 1 1		
personnel of the	the presented	Adult:		
DPSC.	Identification	PHP 30		
1.1 Doy the	Card.	Conior		
1.1 Pay the	4.4.1	Senior		
Necessary	1.1 Issue	Citizen:		
Fee to the	Official	PHP 25		
assigned Cashier at	Receipt	For Non-		
the DPSC.	(OR) to the			
the DPSC.	client.	Pasay		
		Residents		
		Adult:		
		PHP 40		
		1111 40		
		Member:		
		PHP 25		



	Senior		
	Citizen: PHP 25		
TOTAL:	For Pasay	10 Minutes	
	Residents		
	Adult:		
	PHP 30		
	Senior		
	Citizen:		
	PHP 25		
	For Non-		
	Pasay Residents		
	Adult: PHP 40		
	F11F 40		
	Member:		
	PHP 25		
	Senior Citizen:		
	PHP 25		

44. Availing the Use of Main Court for Events

The Derham Park and Sports Complex supervises the usage of the Main Court for various events.

Office or Division:	Derham Park an	Derham Park and Sports Complex (DPSC)			
Classification:	Simple	Simple			
Type of Transaction	G2C – Governm	ent to Citizen, G2	G – Government to C	Government	
Who may avail:	All	All			
CHECKLIST OF R	EQUIREMENTS	QUIREMENTS WHERE TO SECURE			
Letter Request (1 orig	inal)	Requester			
AGENCY FEES TO PROCESSING					
CLIENT STEDS	AGENCY	FEES 10	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit a					



request to the DPSC indicating the details of the event.	the Main Court and block the specific date for the Event. 1.1 Issue an Order of payment to the client.			Administrative Aide I, (DPSC)
2. Pay the Necessary Fee to the Cashier at DPSC. 2.1 Present Order of Payment to the personnel of DPSC.	2. Issue an Official Receipt (OR) to the client.	Use of Venue PHP 8,000 per 6 Hours Additional Time PHP 1,000 per Hour Re-Connection fee of Sound System PHP 2,000 Use of In- house Sound System PHP 4,500 Use of Matting and Linoleum PHP 500 Rental of Monoblock Chair PHP 10 per piece Use of Air- cooler PHP 250 per Hour	5 Minutes	Cashier (CTO)



			T
	Stall Rental PHP 350 per booth		
ТОТА	NL: Use of Venue PHP 8,000 per 6 Hours	15 Minutes	
	Additional Time PHP1,000 per Hour		
	Re-Connection fee of Sound System PHP 2,000		
	Use of In- house Sound System		
	PHP4,500 Use of Matting		
	and Linoleum PHP 500 Rental of		
	Monoblock Chair PHP10 per		
	piece Use of Air- cooler		
	PHP 250 per Hour		
	Stall Rental PHP 350 per booth		



45. Availing the Use of Swimming Pool

The Derham Park and Sports Complex supervises the usage of Swimming pool.

Office or Division:	Derham Park an	d Sports Complex	x (DPSC)	
Classification:	Simple	'	,	
Type of Transaction		ent to Citizen, G2	2G – Government	to Government
Who may avail:	All	·		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Any Government Issued Identification		DFA, BIR, Post	Office, PSA, SSS	, GSIS, COMELEC,
Card (1 original)		LTO		
For Students				
School Identification (Card (1 original)	School		
For Senior Citizen				
Senior Citizen I.D. Ca		OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present your Identification	 Determine the 	For Pasay Residents	5 Minutes	Cashier (CTO)
Card to the assigned personnel of	appropriate fee based on the	Adult: PHP 40		
the DSPC.	Identification Card.	Children: PHP 25		
1.1 Pay the necessary fee to the	1.1 Issue an Official	Senior Citizen: PHP 32		
Cashier at Sports Complex.	Receipt (OR) to the client.	For Non- Pasay Residents		
		Adult: PHP 50		
		Children: PHP 35		
		Senior Citizen: PHP 32		
	TOTAL:	For Pasay Residents	5 Minutes	
		Adult: PHP 40		



Children: PHP 25	
Senior Citizen: PHP 32	
For Non- Pasay Residents	
Adult: PHP 50	
Children: PHP 35	
Senior Citizen: PHP 32	

46. Balik Probinsya Program

This program of the Pasay Social Welfare and Development Department offers transportation assistance to those individuals and families who opted to go back to their respective provinces for good.

For Pasay City Residents:

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)			
Classification:	Simple			
Type of	G2C – Governmen	t to Citizen		
Transaction:				
Who may avail:	Person/families in	crisis situation, indigent individuals/families,		
	poor/marginalized	and disadvantaged individuals		
CHECKLIST OF RE	<u> </u>			
Barangay Certificate/In	digency	Barangay/Place of residency		
(1 photocopy)				
Endorsement or referra	al from Barangay or			
National Agency (1 pho	otocopy)	Barangay/Place of residency or DSWD		
Government issued Identification Card Bureau of Internal Revenue (Bureau of Internal Revenue (BIR), Philippine Postal		
(1 photocopy, 1 original)		Corporation (Post Office), Department of Foreign		
		Affairs (DFA), Philippine Statistics Authority (PSA),		
		Social Security System (SSS), Government Service		
		Insurance System (GSIS), Home Development		



		Mutual Fund (LTO)	(Pag- IBIG), Land	Transportation Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PSWDD Unit Office with jurisdiction over your place of residence and register in the client's logbook.	1. Assist the client in the registration.			RESPONSIBLE ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge
				(Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O.
				HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO



				Social Welfare Officer II/In-Charge (Maricaban Unit Office) KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office) CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
2. Submit requirements to the Unit-in- Charge thereat.	2. Check and verify the completeness of submitted requirements.	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L.



AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. **HUERTAZUELA** Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office) KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. **BENITEZ** Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. **RECARRO** Social Welfare Officer I/In-Charge



	T	Т	T	
				(CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit
				Office)
3. Present yourself for an intake interview and assessment at the PSWDD	3. Conduct the intake interview and assessment with the client.	None	10 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
Unit Office.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)



				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office) KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office) CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
4. Expect a home visit from a Social Worker/Unit-in-Charge of PSWDD.	4. Conduct home visit at the residence of the client.	None	1 Day	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
T GWBB.	4.1. Prepare the social case study report.			JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)



KAREN J. RECARRO

ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. **HUERTAZUELA** Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office) KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. **BENITEZ** Social Welfare Officer I/In-Charge (San Rafael Unit Office)



				Social Welfare Officer I/In-Charge (CAA I Unit Office) CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
5. Wait for the PSWDD to process your request for cash assistance.	 5. Coordinate with the bus companies and ticketing offices. 5.1 Submit necessary documents to PSWDD Head for signature and approval. 5.2 Facilitate the purchasing of transportation ticket. 5.3 Inform the client to proceed to PSWDD to claim the assistance. 	None	3 Hours	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge



				(Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
6. Sign in the cash voucher at the PSWDD to claim the purchased	6. Issue the purchased transportation ticket to the client.	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
ticket.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare



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	Officer I/In-Charge (CAA 2 Unit Office)
	ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
	JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
	GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
	SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
	JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
	KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)
	JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
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				KAREN J. RECARRO Social Welfare Officer I/In-Charge
				(CAA I Unit Office) CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
7. Proceed to the transportation terminal.	7. Accompany the client to the transportation terminal.	None	1 Hour	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA



			Social Welfare
			Officer I/In-Charge
			(Malibay Unit Office)
			JHOANNA MARIE N. NEO Social Welfare
			Officer II/In-Charge (Maricaban Unit
			Office)
			KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)
			JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
			KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
			CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
TOTAL:	None	1 Day, 4 Hours,	- 100/
		and 21 Minutes	
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For Non-Pasay City Residents (Walk-in Clients):

	a construction (a construction)
Office or Division:	Pasay Social Welfare and Development Department (PSWDD)
Classification:	Simple
Type of	G2C – Government to Citizen
Transaction:	
Who may avail:	Person/families in crisis situation, indigent individuals/families,
	poor/marginalized and disadvantaged individuals



CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Police blotter (for victims of pick pockets, illegal recruitment trafficking, etc) (1 photocopy)		Police Station precinct or PNP operating unit which has jurisdiction over the area of incident		
Government issued Identification Card (1 photocopy, 1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag- IBIG), Land Transportation Office (LTO)		e), Department of the Statistics by System (SSS), the System (GSIS), and (Pag- IBIG),
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the client's logbook at the receiving section of PSWDD.	Assist the client in the registration.	None	1 Minute	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide (PSWDD) PHILIP N. TABAY Social Welfare Aide (PSWDD)
2. Submit requirements to the Crisis Intervention Unit (CIU) Worker at the PSWDD.	2. Check and verify the submitted requirements.	None	5 Minutes	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide (PSWDD) PHILIP N. TABAY Social Welfare Aide (PSWDD)
3. Present yourself for an intake interview and assessment at the PSWDD.	3. Conduct the intake interview and assessment with the client.	None	10 Minutes	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide (PSWDD)



				PHILIP N. TABAY Social Welfare Aide (PSWDD)
4. Wait for the PSWDD to process your request.	 4. Coordinate with the bus companies and ticketing offices. 4.1 Submit necessary documents to PSWDD Head for signature and approval. 4.2 Facilitate the purchasing of transportation ticket. 	None	3 Hours	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD) DANIELLA LOUISE L. DARAN Social Welfare Officer I (PSWDD)
5. Sign in the cash voucher at the PSWDD to claim the purchased ticket.	5. Issue the purchased transportation ticket to the client.	None	5 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD) DANIELLA LOUISE L. DARAN Social Welfare Officer I



				(PSWDD)
6. Proceed to the transportation terminal.	6. Accompany the client to the transportation terminal for documentation of the proceedings.	None	1 Hour	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD) DANIELLA LOUISE L. DARAN Social Welfare Officer I (PSWDD)
	TOTAL:	None	4 Hours and 21 Minutes	

47. Barangay Financial Assistance

All Pasay Barangay Officials, Tanod, Lupon and SK Chairperson may apply for Financial Assistance at Pasay City Barangay Bureau.

O(() D: : :	0: 5	D (DODD)		
Office or Division:	Pasay City Barang	ay Bureau (PCBB)		
Classification:	Simple	Simple		
Type of Transaction:	G2C-Government t	G2C-Government to Citizen		
Who may avail:	All Barangay Officia	All Barangay Officials/Tanod/Lupon/SK Chairperson		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal				
Resolution (1 original)				
- For Barangay Offici	als (Punong	DILG		
Barangay, Kagawa	d, Secretary and			
Treasurer)	-			
- For Barangay Tano	d	Barangay Hall		
- For Barangay Lupo	n	Barangay Hall		
- SK Chairperson		Barangay Hall		
Minutes of the Meeting (1 original)			
- For Barangay Officials (Punong		DILG		
Barangay, Kagawa	d, Secretary and			
Treasurer)	-			
- For Barangay Tano	d	Barangay Hall		



- SK Chairperson	- For Barangay Lupon	Barangay Hall
- For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer) - For Barangay Lupon Barangay Hall Barangay Magawad, Secretary and Treasurer) - For Barangay Tanod (1 original) Barangay Hall Barangay Official Malorization Letter (1 original) Person Represented (Barangay Official) Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC Description of the Representative (1 original) Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC Description of the Representative (1 original) Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC Description of the Representative (1 original) Barangay Mall Barangay Hall Barangay Hall Barangay Hall Barangay Hall Barangay, Kagawad, Secretary and Treasurer) Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer) Barangay Hall		
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Minutes of the Meeting (1 original) - For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer) - For Barangay Tanod - For Barangay Lupon - SK Chairperson BULG Barangay Hall Barangay Hall Barangay Hall	_ · · ·	
 For Barangay Officials (Punong Barangay, Kagawad, Secretary and Treasurer) For Barangay Tanod Barangay Hall For Barangay Lupon Barangay Hall SK Chairperson Barangay Hall 	·	Barangay Hall
Barangay, Kagawad, Secretary and Treasurer) - For Barangay Tanod - For Barangay Lupon - SK Chairperson Barangay Hall Barangay Hall	<u> </u>	DII O
Treasurer) - For Barangay Tanod Barangay Hall - For Barangay Lupon Barangay Hall - SK Chairperson Barangay Hall		DILG
 For Barangay Tanod For Barangay Lupon SK Chairperson Barangay Hall Barangay Hall 		
For Barangay LuponSK ChairpersonBarangay Hall	,	Barangay Hall
- SK Chairperson Barangay Hall	,	
· · · · · · · · · · · · · · · · · · ·		, ,



Barangay, Kag Treasurer) - For Barangay - For Barangay - SK Chairperso Appointment (1 pho - For Barangay Barangay, Kag Treasurer)	Tanod n tocopy) Officials (Punong gawad, Secretary and	Barangay Ha Barangay Ha Barangay Ha DILG	all all	
- For Barangay	•	Barangay Ha Barangay Ha	all	
- SK Chairperso		Barangay Ha	all	
Personal Data She		PCBB		
2x2 Picture (2 pcs	priginal)	•	noto Shop/Centre	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements	 Evaluate the 	None	15 Minutes	MARLEY V.
to the assigned of the PCBB.	veracity of submitted requirements; after which, include the name of applicant for the payroll. 1.1 Advise the client on the date of release of financial assistance.			ACERDIN Administrative Aide I (PCBB) GERLIE R. SOBREMONTE Administrative Aide I (PCBB) JAMES P. BALATAYO Community Affairs Assistant II/Supervisor for Financial Assistance (PCBB)

48. Barangay Official Certification for Application of Appropriate CSC Eligibility

Securing Barangay Official Certification from Pasay City Barangay Bureau for application of appropriate CSC eligibility.

Office or Division: Pasay City Barangay Bureau (PCBB)	
---	--



Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All Barangay Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
Government Issued Identification Card (1original, photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC	
Barangay ID Card (1 photocopy)		Barangay Hall	
Barangay Certificate from Barangay Chairperson (1 original)		Barangay Hall	
Oath of Office (1 photocopy) - For Barangay Chairpersons, SK Chairpersons		Department of Interior and Local Government (DILG)	
 For Barangay Treasurers, SK Treasurers 		Barangay Hall	
Representative			
Authorization letter (1 original)		Person Represented (Barangay Official)	
Government Issued Identification Card of the person represented (1original, 1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC	
Government Issued Identification Card of the Representative (1original, 1 photocopy)		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC	
Barangay ID Card (1 photocopy)		Barangay Hall	
Barangay Certificate from Barangay Chairperson (1 original)		Barangay Hall	
Oath of Office (1 photocopy) - For Barangay Chairpersons, SK Chairpersons		DILG	
 For Barangay Treasurers, SK Treasurers 		Barangay Hall	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements to the assigned personnel of the PCBB.	Check the veracity of submitted requirements and the availability of requested record.	None	25 Minutes	GARIZALDY B. CRUZ Administrative Aide I (PCBB)
	1.1 Prepare the requested document.			MARVIN CAY M. DE MESA Community Affairs Officer I (PCBB)
	1.2 Sign the requested document.		5 Minutes	ENRIQUE S. PASCUAL III Community Affairs Officer IV/Officer-in- Charge (PCBB)
2. Claim the requested document from the assigned personnel of the PCBB.	2. Release the Certification to the client.	None	5 Minutes	RHODA B. CHING Administrative Aide I (PCBB)
	TOTAL:	None	35 Minutes	

49. Building Permit Application

Any person/juridical entity should secure building permit and its ancillary permits from the City Engineer's Office/Office of the Building Official prior to construction, renovation, repair, demolition, and maintenance.

Complex Transaction – Application for building permit in which floor area shall not exceed 1,500 square meters: [1] single dwelling residential buildings of not more than three (3) floors/storeys; [2] commercial buildings of not more than two (2) floors/storeys; [3] renovation within a mall with issued building permit; and [4] warehouse storing non-hazardous substance.



Office or Division:	O:h : E:	Fig. (CEO)/Office of the Duilding Official (CDO)		
Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)			
Classification:	Complex			
		nt to Citizen; G2B – Government to Business;		
Who may avail:	G2G – Governmen			
CHECKLIST OF RE		al entity intending to construct structure/building WHERE TO SECURE		
Principal:		WHERE TO SECORE		
-				
Duly filled-out and notarized Unified Application Form for Building Permit:				
		CEO/OBO		
- Unified Application Form		Document Owner		
- Details to be indicated in the form		Notary Public		
- Notarization				
Proof of right over the lo				
a. Land Title (if own		Degistry of Deeds		
(4 certified true co	•	Registry of Deeds		
b. Lease of Contract		Lessor		
(4 certified true co	•			
c. Signed Apostille	- 1 7	Department of Foreign Affairs or country of origin		
Certificate/Document from the				
country of origin (if foreigner)				
(1 photocopy and				
Real Property Tax Receipt		City Treasurer's Office (CTO)		
(1 original and 3 photoco	opies)			
Real Property Tax Declaration		City Assessor's Office (CAssrO)		
(4 photocopies)		City Assessor's Office (CASSIO)		
Location Plan		Any Licensed Goodetic Engineer		
(1 original and 3 photoco	opies)	Any Licensed Geodetic Engineer		
For new construction:		Affected neighborhood within the vicinity (left, right, front and back)		
Written consent (1 original)				
Certificate of Verification Survey		Any Licensed Geodetic Engineer		
(1 original and 3 photocopies)		Truly Electional Decidence Engineer		
Tax Clearance for Buildi	ng Permit	СТО		
(1 original and 3 photocopies)				
Photos of project site (4 views)		Photo shop/centre		
Building and Design Plans				
(1 original and 4 blue print copies):		Any Licensed Professional/s:		
- Architectural		Architect		
- Civil/Structural		Civil Engineer		
- Electrical/Electronic		Electrical Engineer		



- Mechanical	Mechanical Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey	Geodetic Engineer
Professional license of all involved	Social Linguistics.
professionals (1 photocopy containing	Professional Regulation Commission (PRC)
2 specimen signatures)	(
Professional tax receipt of all involved	
professionals (1 photocopy containing	City Treasurer's Office where the licensed
2 specimen signatures)	professional practices profession
2 specifier signatures)	Any Licensed Professional/a (Architect, Civil
Bill of materials/cost estimate and	Any Licensed Professional/s (Architect, Civil
material specifications (5 original)	Engineer, Electrical Engineer, Mechanical Engineer,
	Sanitary Engineer and Geodetic Engineer)
Structural Design Analysis and	A
Computations for two-storey and above	Any Licensed Civil/Structural Engineer
(5 original)	
Boring/Soil Test for two-storey with deck	Any Licensed Civil/Structural Engineer
and above (5 original)	7 my Electrica civili cu detarai Eligineci
Contractor's All Risk Policy Insurance with	Any Insurance Company
Official Receipt (1 original)	7 my modrance dompany
Construction Safety Health Program with	Department of Labor and Employment (DOLE)
Official Receipt (1 original)	Department of Labor and Employment (DOLL)
Representative:	
Duly filled-out and notarized Unified	
Application Form for Building Permit:	
- Unified Application Form	CEO/OBO
- Details to be indicated in the form	Document Owner
Authorization letter (1 original)	Person represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
person represented (1 original)	Birt, 1 ost office, 1 oz., ooo, oolo, oolvieled, e10
Proof of right over the lot/property where	
the structure will be constructed	De vietru et De e de
a. Land Title (if owned)	Registry of Deeds
(4 certified true copies) b. Lease of Contract (if not owned)	Lessor
(4 certified true copies)	200301
c. Signed Apostille Certificate/	Department of Foreign Affairs or country of origin
Document from the Country of origin	, 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
(if foreigner) (1 photocopy and	
present original)	



Deal Drenerty Tay Descipt (4 original and	
Real Property Tax Receipt (1 original and 3 photocopies)	СТО
Real Property Tax Declaration	
(4 photocopies)	CAssrO
Location Plan (1 original and	
3 photocopies)	Any Licensed Geodetic Engineer
For new construction:	Affected neighborhood within the vicinity (left, right,
Written consent (1 original)	front and back)
Certificate of Verification Survey (1 original	And Linear de Condetin France
and 3 photocopies)	Any Licensed Geodetic Engineer
Tax Clearance for Building Permit	OTO
(1 original and 3 photocopies)	СТО
Photos of project site (4 views)	Photo Shop/Centre
Building and Design Plans	-
(1 original and 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic	Electrical Engineer
- Mechanical	Mechanical Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey	Geodetic Engineer
Professional license of all involved	
professionals (1 photocopy containing	Professional Regulation Commission (PRC)
2 specimen signatures)	
Professional Tax receipt of all involved	City Transpurer's Office where the licensed
professionals (1 photocopy containing	City Treasurer's Office where the licensed
2 specimen signatures)	professional practice profession
, ,	Any Licensed Professional (Architect, Civil Engineer,
Bill of materials/cost estimate and	Electrical Engineer, Mechanical Engineer, Sanitary
material specifications (5 original)	Engineer and Geodetic Engineer)
Structural Design Analysis and	3
Computations for two-storey and above	Any Licensed Civil/Structural Engineer
(5 original)	
Boring/Soil Test for two-storey with deck	10, 110
and above (5 original)	Any Licensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with	Any Inguirance Company
Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with	Department of Labor and Employment (DOLE)
Official Receipt (1 original)	Department of Labor and Employment (DOLE)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly	1. Acknowledge	None	30 Minutes	RAFAEL P. ISLES
accomplished	receipt of the			Engineering Aide,
and notarized	application form			(CEO/OBO)
Unified	together with the			or
Application Form	complete			or
for Building	requirements.			ARMAN P. BERNABE
Permit together				Administrative Aide
with the complete	1.1 Encode			IV,
requirements at	application in			(OSSCPAS,
Window 1, Room	the system.			CEO/OBO)
311 or	4.0 la ave alaba			
OSSCPAS,	1.2 Issue claim			
CEO/OBO.	stub for client's			
	application			
	reference.			
	reference.			
	1.3 Process Fire	None	4 Days	OFFICERS OF
	Safety	. 101.0	(waiting time	THE DAY,
	Evaluation		prior to	City Planning and Development Office
	Clearance		issuance of	and Local Bureau of
	(FSEC) and		FSEC and LC)	Fire Protection
	Locational		,	(OSSCPA)
	Clearance			
	(LC).			
				ENOD IOLIADI O
	1.4 Evaluate	None	1 Day	ENGR. JOHARI G. RANGIRIS
	plans and			OIC-City
	documents			Engineer/Building
	using the			Official,
	Compliance			(CEO/OBO)
	Evaluation			
	Sheet.			ENGR. CARL
				BENEDICT A.
	1.5 Assess fees			CABANSAG Engineer III
	to be paid if			Engineer III,



plan is compliant;			(OSSCPAS, CEO/OBO)
otherwise, return for correction. 1.6 Conduct field inspection to			ENGR. CRISANTO M. MARTINEZ Engineer II, (OSSCPAS, CEO/OBO)
verify entries in the submitted documents.			ENGR. SALVADOR T. VILLARIN III Engineer IV, (OSSCPAS, CEO/OBO)
1.7 Process the application.	None	1 Day	ARCH. IAN C. APOSTOL Architect II, (OSSCPAS, CEO/OBO)
			ENGR. ERWIN G. MAGTUBA Engineer III, (OSSCPAS, CEO/OBO)
			ENGR. MARVIN A. MONSALE Engineer I, (OSSCPAS, CEO/OBO)
			ENGR. NEREUS ALDRIN C. SANTIAGO Engineer III, (OSSCPAS, CEO/OBO)
			ENGR. JERSON



				VINCENT T.
				TECSON
				Engineer I,
				(OSSCPAS,
				CEO/OBO)
				ENGR. RHANDY L. FARRE Engineer II, (OSSCPAS,
				CEO/OBO)
	1.8 Notify the client within seven days to secure Order of	None	5 Minutes	RAFAEL P. ISLES Engineering Aide, (OSSCPAS, CEO/OBO)
	Payment.			OI
				ARMAN P. BERNABE
				Administrative Aide
				IV,
				(OSSCPAS,
O Hannan and the	O lassa Ondanat	Niene	E Minutes	CEO/OBO)
2. Upon receipt of	2. Issue Order of	None	5 Minutes	LLOYD B. SORO Administrative Aide
notification,	Payment to the			IV,
return to Window	client.			(OSSCPAS,
2, Room 311,				CEO/OBO)
OSSCPAS,				OLO/OBO)
CEO/OBO to				Or
secure Order of				
Payment for the				ROBERTO D.
processing of				BERDIN
Building Permit				Administrative
application.				Assistant I
				(OSSCPAS,
				CEO/OBO)
3. Proceed to	Issue official	Please see	5 Minutes	CASHIER
Window 3, Room	receipt (OR) to	table below		(OSSCPA)
311, OSSCPAS,	the client.	re: schedule		



CEO/OBO, and pay the fees due.		of fees.		
4. Proceed to Window 4, Room 311, OSSCPAS, CEO/OBO to present OR, and claim building permit.	4. Verify OR, and release the building permit.	None	5 Minutes	MA. LUZ T. NAZARREA Administrative Aide I, (OSSCPAS, CEO/OBO) or MELANIE ANN R. ABRACOSA Administrative Aide I, (OSSCPAS, CEO/OBO)
	TOTAL:	*BF + EF +	6 Days and	
		EcF + P/SF	50 Minutes	
		+ MF + LGF		
		+ PF + CF =		
		TF		

*Legend:

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee) + P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. BF (Building Fee)

For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: $BF = A \times Rate$

A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and	Rate
Industrial Buildings	
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter



Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

2. EF (Electrical Fee)

EF = (KVA x Rate) + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate (PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load

4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7



E LILL	DUD 4
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning	Up to 100 tons PHP 90
System	Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit
Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for	PHP 60/kw
commercial /industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit
	excluding the pump
Generator-diesel/gasoline/steam/hydro/	
nuclear or solar generating units	
Up to 50 kw	PHP 25/kw



Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine (forklift, loader,	
mixers, compressors trucks per kw)	
Up to 50 kw	PHP 10/unit
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kw	PHP 3/unit

6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters PHP 24 C = Other sides total length PHP 1.20/m

Case #2: LG = A + B + C

A = Frontage of Lot up to 10 meters PHP 24
B = Every meter or fraction in excess of 10 meters PHP 2.40/m
C = Other sides total length PHP 1.20/m

7. PF (Paving Fee)

PF = D x PHP 2/square meter D = Area of yard and open spaces of the building

8. CF (Computerization Fee) = PHP 20

Highly Technical Transaction – Application for building permit involving construction, renovation, repair, demolition and maintenance of residential, commercial, industrial and institutional buildings with the following categories:

- Four (4)-storey and above residential building
- Three (3)-storey and above commercial & institutional buildings
- Commercial and industrial buildings with more than 1,500 square meter
- Ground Preparation Permit



• Annual Building Inspection Permit

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;			
	G2G – Government to Government			
Who may avail:	Any person/juridica	l entity intending to construct structure/building		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal:				
Duly filled-out and notari				
Application Form for Bui	•	050/050		
 Unified Applicatio 	n Form	CEO/OBO		
 Details of the form 	n	Applicant		
Any valid government ID	Card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Proof of right over the lo				
the structure will be cons				
a. Land Title (if owned)		Registry of Deeds		
(4 certified true copies)b. Lease of Contract (if not owned)		Lessor		
(4 certified true co	` ,	200001		
c. Signed Apostille Certificate/ Document from the Country of origin (if foreigner) (1 photocopy and present original)		Department of Foreign Affairs or country of origin		
Real Property Tax Rece 3 photocopies)	ipt (1 original,	City Treasurer's Office (CTO)		
Real Property Tax Declaration (4 photocopies)		City Assessor's Office (CAssrO)		
Location Plan (1 original, 3 photocopies)		Hired Licensed Geodetic Engineer		
Certificate of Verification Survey (1 original, 3 photocopies)		Hired Licensed Geodetic Engineer		
Tax Clearance for Buildi (1 original, 3 photocopie	-	СТО		
Photos of project site (4	views)	Photo Shop/Centre		
Building and Design Plans				



(1 original, 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic	Electrical Engineer
- Mechanical	Mechanical Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey Professional license of all involved	Geodetic Engineer
	Drafaggianal Degulation Commission (DDC)
professionals (1 photocopy containing	Professional Regulation Commission (PRC)
2 specimen signatures)	
Professional Tax Receipt of all involved	City Treasurer's Office where the licensed
professionals (1 photocopy containing	professional practice profession
2 specimen signatures)	professional practice profession
	Hired Licensed Professional (Architect, Civil
Bill of materials/cost estimate and material	Engineer, Electrical Engineer, Mechanical
specifications (5 original)	Engineer, Sanitary Engineer and Geodetic
speciments (conginus)	Engineer)
Structural Design Analysis and	
Computations for two-storey and above	Hired Licensed Civil/Structural Engineer
	Tilled Licensed Civil/Structural Engineer
(5 original)	
Boring/Soil Test for two-storey with deck	Any Licensed Civil/Structural Engineer
and above (5 original)	-
Contractor's All Risk Policy Insurance with	Any Insurance Company
Official Receipt (1 original)	,,
Construction Safety Health Program with	Department of Labor and Employment (DOLE)
Official Receipt (1 original)	bepartment of Labor and Employment (DOLL)
Approved Locational Clearance with	City Planning & Dayslanment Office (CDDO)
Official Receipt (1 original)	City Planning & Development Office (CPDO)
Fire Safety Inspection Clearance with	D (F: D ((: (DED)
Official Receipt (1 original)	Bureau of Fire Protection (BFP)
Height Clearance for buildings/structures	
exceeding 45 meters (1 original,	Air Transportation Office, Department of
1 photocopy)	Transportation (ATO, DOT)
Tourism Clearance for tourist-oriented	
	Philippine Tourism Authority (PTA)
projects (1 original,1 photocopy)	- ',
Compliance Clearance/Certificate for	Department of Education/Commission on Higher
education buildings (1 original,	Education (DEP-Ed/CHED)
1 photocopy)	



Construction Clearance (1 original,	
1 photocopy)	Energy Regulatory Commission (ERC)
Discharge Permit (1 original, 1 photocopy)	Laguna Lake Development Authority
Environmental Impact Statement for	
environmental and marine impact related	
projects like communication towers,	DEP-Ed/CHED
hospitals, airports, manufacturing factories,	
etc. (1 original, 1 photocopy)	
For new construction:	Affected neighborhood within the vicinity (left,
Written consent (1 original)	right, front and back)
Representative:	
Duly filled-out and notarized Unified	
Application Form for Building Permit:	
 Unified Application Form 	CEO/OBO
- Details of the Form	Person Represented (Applicant)
Authorization letter (1 original)	Person Represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID Card of the Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any government ID card of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
represented (Applicant) (1 original)	LTO
Proof of right over the lot/property where	
the structure will be constructed	Denistry of Deeds
a. Land Title (if owned)(4 certified true copies)	Registry of Deeds
b. Lease of Contract (if not owned)	Lessor
(4 certified true copies)	
c. Signed Apostille Certificate/	Department of Foreign Affairs or country of
Document from the Country of origin	origin
(if foreigner) (1 photocopy and	
present original) Real Property Tax Receipt (1 original,	
3 photocopies)	СТО
Real Property Tax Declaration	
(4 photocopies)	CAssrO
Location Plan (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original,	J
3 photocopies)	Hired Licensed Geodetic Engineer
Tax Clearance for Building Permit	СТО
L	1



(1 original, 3 photocopies)	
Photos of Project Site (4 views, 1 original)	Photo Shop/Center
Building and Design Plans	'
(1 original and 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic	Electrical Engineer
- Mechanical	Mechanical Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey Professional License of all involved	Geodetic Engineer
	PRC
Professionals (1 photocopy containing	PRC
2 specimen signatures)	
Professional Tax Receipt of all involved	City Treasurer's Office where the licensed
Professionals (1 photocopy containing	professional practice profession
2 specimen signatures)	
	Any Licensed Professional (Architect, Civil
Bill of materials/cost estimate and	Engineer, Electrical Engineer, Mechanical
material specifications (5 original)	Engineer, Sanitary Engineer and Geodetic
	Engineer)
Structural Design Analysis and	
Computations for two-storey and above	Any Licensed Civil/Structural Engineer
(5 original)	
Boring/Soil Test for two-storey with deck	Any Licensed Civil/Structural Engineer
and above (5 original)	Any Eldensed Civil/Structural Engineer
Contractor's All Risk Policy Insurance with	Any Ingurance Company
Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with	DOLE.
Official Receipt (1 original)	DOLE
Height Clearance for buildings/structures	
exceeding 45 meters (1 original,	ATO, DOT
1 photocopy)	, in the second
Tourism Clearance for tourist-oriented	
projects (1 original, 1 photocopy)	PTA
Compliance Clearance/Certificate for	
education buildings (1 original,	DEP-Ed/CHED
1 photocopy)	
Construction Clearance (1 original,	
1 photocopy)	ERC
т рпогосору)	005



Discharge Permit (1 c	original,				
1 photocopy)		Laguna Lake Development Authority			
Environmental Impact Statement for					
environmental and ma	arine impact related				
projects like communi	cation towers,	DEP-Ed/CHE	D		
hospitals, airports, ma	anufacturing factories,				
etc. (1 original, 1 phot	tocopy)				
For new construction:		Affected neighborhood within the vicinity (left,			
Written consent (1 ori	ginal)	right, front and	right, front and back)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit duly	1. Acknowledge	None	1 Hour	RAFAEL P.	
accomplished	receipt of			ISLES	
and notarized	application form			Engineering Aide,	
Unified	together with the			(OSSCPAS,	
Application Form	complete			CEO/OBO)	
for Building	requirements.			or	
Permit together				Oi	
with complete	1.1 Encode the			ARMAN P.	
requirements at	application in			BERNABE	
Window 1, Room	the system.			Administrative	
311 or				Aide IV,	
OSSCPAS,	1.2 Issue claim			(OSSCPAS,	
CEO/OBO.	stub for			CEO/OBO)	
	client's				
	application				
	reference.				
	1.3 Process Fire	None	7 Days	OFFICERS OF	
	Safety		(waiting time	THE DAY	
	Evaluation		prior to	CPDO and Local	
	Clearance		issuance of	BFP (OSSCPA)	
	(FSEC) and		FSEC and LC)	(00001 A)	
	Locational				
	Clearance				
	(LC).				
	(- /-				
	1.4Evaluate	None	5 Days	ENGR. JOHARI G. RANGIRIS	



plans and			OIC-City
documents			Engineer/Building
using the			Official,
Compliance			(CEO/OBO)
Evaluation			ENOD OAD!
Sheet.			ENGR. CARL
			BENEDICT A.
1.5 Assess fees			CABANSAG Engineer III,
to be paid if			(OSSCPAS,
plan is			CEO/OBO)
compliant,			020/020/
otherwise,			ENGR.
return for			CRISANTO M.
correction.			MARTINEZ
concoucin			Engineer II,
1.6 Conduct field	None	5 Days	(OSSCPAS,
inspection to	140110	O Days	CEO/OBO)
verify entries			
in the			ENGR.
submitted			SALVADOR T.
documents.			VILLARIN III
documents.			Engineer IV,
1 0 Droops	None	Ollouro	(OSSCPAS,
1.8 Process	None	2 Hours	CEO/OBO)
application.			ARCH. IAN C.
			APOSTOL
			Architect II,
			(OSSCPAS,
			CEO/OBO)
			,
			ENGR. ERWIN
			G. MAGTUBA
			Engineer III,
			(OSSCPAS,
			CEO/OBO)
			ENIOD 14151
			ENGR. MARVIN
			A. MONSALE
			Engineer I,



			(OSSCPAS,
			CEO/OBO)
			ENGR. NEREUS
			ALDRIN C.
			SANTIAGO
			Engineer III,
			(OSSCPAS,
			CEO/OBO)
			ENIOD JEDOON
			ENGR. JERSON
			VINCENT T.
			TECSON
			Engineer I,
			(OSSCPAS,
			CEO/OBO)
			ENGR. RHANDY
			L. FARRE
			Engineer II,
			(OSSCPAS,
			CEO/OBO)
			,
1.9 Notify the	None	15 Minutes	RAFAEL P.
client within			ISLES
seven days to			Engineering Aide,
secure Order			(OSSCPAS,
			CEO/OBO)
of Payment.			020,020,
			or
			ARMAN P.
			BERNABE
			Administrative
			Aide IV,
			(OSSCPAS,
			CEO/OBO)
			CLO/OBO)



2. Upon receipt of notification, return to Window 2, Room 311, OSSCPAS, CEO/OBO to secure Order of Payment for the processing of building permit application.	2. Issue Order of Payment to the client.	None	15 Minutes	LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO) or ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)
3. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO, and pay the fees due.	3. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees.	5 Minutes	CASHIER (OSSCPA)
4. Proceed to Window 4, Room 311, OSSCPAS, CEO/OBO to present OR, and claim the building permit.	4. Verify OR, and release the building permit.	None	15 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO) MELANIE ANN R. ABRACOSA Administrative Aide I, (OSSCPAS, CEO/OBO)
	TOTAL:	*BF + EF + EcF + PS/F + MF + LG + PF + CF = TF	17 Days, 3 Hours and 50 Minutes	,



*Legend:

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee), P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF

SCHEDULE OF FEES

1. BF (Building Fee)

For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: BF = A x Rate A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and	Rate
Industrial Buildings	
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

2. EF (Electrical Fee)

 $EF = (KVA \times Rate) + Filing Fee$

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate (PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA



3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load

4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning	Up to 100 tons PHP 90
System	Fraction thereof PHP 40



Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit
Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for	PHP 60/kw
commercial /industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit
	excluding the pump
Generator-diesel/gasoline/steam/hydro/	
nuclear or solar generating units	
Up to 50 kw	PHP 25/kw
Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine (forklift, loader,	
mixers, compressors trucks per kw)	
Up to 50 kw	PHP 10/unit
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kw	PHP 3/unit

6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters PHP 24



C = Other sides total length PHP 1.20/m

Case #2: LG = A + B + C

A = Frontage of Lot up to 10 meters PHP 24
B = Every meter or fraction in excess of 10 m
C = Other sides total length PHP 1.20/m

7. PF (Paving Fee)

 $PF = D \times PHP 2.00/sq. m.$

D = Area of yard and open spaces of the building

8. CF (Computerization Fee) = PHP 20

50. Burial and Medical Assistance

The Burial and Medical Assistance is part of the Pasay Social Welfare and Development Department's protective services for the poor, marginalized, vulnerable and disadvantaged individuals. It is designed to provide immediate assistance and intervention to families and individuals in crisis situation/s.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governr	nent to Citizen			
Who may avail:	Person/families	in crisis situation, indigent individuals/families,			
	poor/marginaliz	ed and disadvantaged individuals			
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE			
For Burial Assistance:					
Duly registered death certific	ate	Local Civil Registry Office (LCRO), Philippine			
(1 certified true copy, 1 origin	nal)	Statistics Authority (PSA)			
Funeral contract (1 photocop	y, 1 original)	Funeral Parlor servicing the deceased			
Barangay certificate/indigend	cy of the client	Barangay/Place of residency			
indicating his/her relationship	with the				
deceased (1 original)					
Government issued Identification	ation Card	Bureau of Internal Revenue (BIR), Philippine			
(1 photocopy, 1 original)		Postal Corporation (Post Office), Department of			
		Foreign Affairs (DFA), Philippine Statistics			
		Authority (PSA), Social Security System (SSS),			
		Government Service Insurance System (GSIS),			
		Home Development Mutual Fund (Pag- IBIG),			
	Land Transportation Office (LTO)				
For Medical Assistance:					
Hospital Bill (1 photocopy)		DOH Accredited Hospital			
Medical Abstract (1 photocop	oy)	DOH Accredited Hospital			



Doctor's Prescription (for medicines) (1 photocopy)		Licensed Physician			
(1 original)	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		Barangay/Place of Residency		
Government issued Identification Card (1 photocopy, 1 original)		IBIG, LTO	ce, DFA, PSA, SS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Register in the client's logbook at the receiving section of PSWDD.	Assist the client in the registration.	None	1 Minute	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide (PSWDD) PHILIP N. TABAY Social Welfare Aide (PSWDD)	
 Submit the requirements to the Crisis Intervention Unit Worker at the PSWDD. Present yourself 	2. Check and verify the completeness of submitted requirements.	None	10 Minutes	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide	
for an intake interview and assessment thereat and wait for the release of	2.1 Conduct the intake interview and assessment with the client.		15 Minutes	(PSWDD) PHILIP N. TABAY Social Welfare Aide	
cash assistance.	2.2. Prepare Certificate of Eligibility and cash voucher to be signed by the Head of PSWDD.		5 Minutes	(PSWDD)	



3. Claim the cash assistance once released, upon signing the cash voucher at the	3. Issue/release the cash to the client.	None	3 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD)
PSWDD.				DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD)
				DANIELLA LOUISE L. DARAN Social Welfare Officer I (PSWDD)
	TOTAL:	None	34 Minutes	,

51. Burial Assistance

The Office of the City Vice Mayor provides burial assistance to the bereaved family of deceased Pasayeño.

Office or Division:	Office of the City \	Office of the City Vice Mayor (OCVM)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Family of decease	ed Pasayeño			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Principal:					
Letter Request (1 original	al)	Immediate Family Member of the deceased			
Valid Government-issued ID Card (1 original)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth			
Valid Government-issued ID Card of deceased Pasayeño (1 original)		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth			
Barangay Clearance/Certificate (1 original)		Barangay Hall where the family of the bereaved resides			
Death Certificate (1 photocopy)		Hospital where the patient was previously admitted			
Representative:					
Authorization letter (1 original)		Person Represented (Immediate Family Member of the deceased)			



Valid Government-iss Person Represented (Immediate Family Medeceased) (1 original, 1 photocopy Valid Government-iss Representative) (1 original Letter Request (1 original Valid Government-iss deceased Pasayeño	ember of the by) ued ID Card of the ginal, 1 photocopy) ginal)	DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth Immediate Family Member of the deceased DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post Office, PhilHealth			
(1 original) Barangay Clearance/	Certificate (1 original)	,	where the family	of the bereaved	
Death Certificate (1 p				previously admitted	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit complete set of requirements to the Burial Assistance Section of the OCVM.	 Acknowledge submission, and review/verify completeness of requirements; Inform the client with the release schedule of burial assistance 	None	7 Minutes	ROMEO T. BERNARDINO Private Secretary II (OCVM)	
2. Claim the Burial Assistance from the Burial Assistance Section of the OCVM on the scheduled date.	2. Release Burial Assistance to the client, and keep supporting documents for file reference.	None	3 Minutes	DAISY D. AVENDAÑO Community Affairs Officer I (OCVM)	
	TOTAL	None	10 Minutes		



52. Cancellation of Property Records

Real Property/s Owner who would like to reassess or cancel assessments on their property records request/s this service from the City Assessor's Office.

Office or Division:	vision: City Assessor's Office (CAssrO)			
Classification:	Simple	,		
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	Property Owner/s			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal				
Government Issued Ider	ntification Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
(1 photocopy)		COMELEC, OSCA-LGU		
Letter request for Cance	llation (1 original	Property Owner		
copy)				
Updated payment of Rea (1 photocopy)	al Property Tax	City Treasurer's Office		
Barangay Certification o	f Droparty status	Barangay Office		
(1 original copy)	i i Toperty Status	Darangay Onice		
Company Certification –	for machineries, if	Company Head Office		
removed or transfer (1 o	riginal copy)			
`	177			
Fire Incident Report (if p	roperty has been	Fire Department		
razed by fire) (1 photoco	ру)			
Representative				
Authorization letter/Spec	oial Dawar of	Person Represented (Property Owner)		
Attorney (1 original copy		reison Kepiesented (Floperty Owner)		
Government Issued Ider		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
the person being represe		COMELEC, OSCA-LGU, Company ID		
(1 photocopy)				
Government Issued Ider		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
the Representative (1 ph	notocopy)	COMELEC, OSCA-LGU, Company ID		
Letter request for Cance		Person Represented (Property Owner)		
copy)				
Updated payment of Real Property Tax		City Treasurer's Office		
(1 photocopy)				
Barangay Certification of	f Property status	Barangay Office		
(1 original copy)				
Company Certification –		Company Head Office		
removed or transfer (1 o	riginal copy)			



	re Incident Report <i>(if p</i> zed by fire) (1 photoco		Fire Department		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit all documentary requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment	1. Check and record submitted documents; and endorse it to the Deputy-in-Charge for assessment.	None	10 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO) MA. INES A. ROBIN Administrative Aide II (CAssrO)
	Records Management Division.	1.1 Schedule the site inspection.	None	10 Minutes	JEMALYN A. LABACO Administrative Assistant V (CAssrO) Deputy-in-Charge of the area/s where the property is located (CAssrO)



Site Ins	on the time and	2. Inspect the site and prepare the Investigation and Cancellation Reports.	None	2 Hours	Deputy-in-Charge of the area/s where the property is located (CAssrO) ALADDIN LAUREANO M. GALGAO Local Assessment Operations Officer IV (CAssrO) ENGR. FERNANDO M. FANDIÑO
		2.2 Prepare and process the	None	30 Minutes	CGDH II/City Assessor II (CAssrO) LUBBY A. TANCHING Administrative Aide II (CAssrO)
		Report of Cancellation.			GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO)
					ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor II (CAssrO)
the assi	of ation from	3. Release the Report of Cancellation to the client.	None	5 Minutes	ROVELYN D. AGUILAR Administrative Aide IV (CAssrO) GENALYN C. DELA
City Ass Office-	sessor's strative & ment				CRUZ Administrative Officer IV (CAssrO)
Manage Division					



TOTAL:	None	2 Hours &	
		55 Minutes	

53. Certification of Barangay Official Records

Securing Certification/Certified true copy of records from Pasay City Barangay Bureau.

Office or Division:		Bureau (PCBB)		Pasay City Barangay Bureau (PCBB)			
Classification:	Simple						
Type of Transaction		G2C-Government to Citizen					
Who may avail:	Barangay Officials						
CHECKLIST OF REQUIREMENTS		\	WHERE TO SECU	RE			
Principal							
Government Issued I (1original, photocopy		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC					
Barangay ID Card (1	photocopy)	Barangay Hall					
Oath of Office (1 photocopy) - For Barangay Chairpersons, SK Chairpersons - For Barangay Treasurers, SK Treasurers		Department of Interior and Local Government (DILG) Barangay Hall					
Representative							
Authorization letter (1		Person Repres	ented (Barangay (Official)			
Government Issued In person represented (dentification Card of the 1 deriginal, photocopy)	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC					
Government Issued I	dentification Card of the		FA, PSA, SSS, GS	IS, Pag-IBIG,			
Representative (1orig		LTO, COMELE	iC				
Barangay ID Card (1		Barangay Hall					
Oath of Office (1 pho - For Barangay Ch SK Chairpersons	nairpersons,	DILG					
 For Barangay Treasurers 	easurers,	Barangay Hall					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Submit the requirements to the assigned personnel of the PCBB.	 Check the veracity of submitted requirements and the availability of requested record. 1.1 Prepare the 	None	15 Minutes	IMELDA Q. GOROSPE Community Affairs Assistant II (PCBB) MONLANEE D.			



	requested document.			ESCRIBE Administrative Aide I (PCBB)
	1.2Sign the requested document.	None	5 Minutes	ENRIQUE S. PASCUAL III Community Affairs Officer IV/Officer-in- Charge (PCBB)
2. Claim the requested document from the assigned personnel of the PCBB.	2. Release the certified true copy or other requested document/s to the client.	None	5 Minutes	RHODA B. CHING Administrative Aide I (PCBB)
	TOTAL:	None	25 Minutes	

54. Certifications of Identification Card (Cancellation, Certification of No Record, and Certification of Registered Senior Citizen of Pasay City)

Senior Citizens of Pasay City who would like to secure various certifications with regard to the cancellation, registration, and proof of no record may avail the Certification of Identification Card at the Office of the Senior Citizen's Affairs (OSCA).

Office or Division:	Office of the Senic	or Citizen's Affairs (OSCA)
Classification:	Simple	
Type of Transaction:	G2C – Governmer	nt to Citizen
Who may avail:	Senior Citizens (60	O years old & above)
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE
Principal		
Duly Accomplished Certifica	tion Form	
(1 original):		
- Application Form		OSCA
 Details/information to be indicated in 		Senior Citizen/Client
the application form		
OSCA Identification Card (1 original)		Senior Citizen/Client
Affidavit of Loss (for lost cards) (1 original)		Notary Public
Representative		
Authorization Letter (1 origin	nal)	Person being represented (Senior Citizen)



Duly Accomplished Certification Form (1 original): - Application Form - Details/information to be indicated in the application form Affidavit of Loss (for lost cards) (1 original) Proof of the present condition of OSCA Identification Card (video or picture, if applicable) (1 original) AGENCY		OSCA Senior Citiz Notary Publ Senior Citiz	lic	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit duly accomplished Certification Form at the transaction window of OSCA	1. Accept, acknowledge receipt, and evaluate all submitted requirements of the client.	None	3 Minutes	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA)
Wait for the processing of Certification.	2. Prepare and print the Certification requested by the client.	None	2 Minutes	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA)
3. Claim the Certification at the transaction window of the OSCA.	3. Release the Certification to the client and require them to sign the logbook provided.	None	1 Minute	MARILYN M. PENAZO Officer-in-Charge (OSCA) ARMINA V. SAN DIEGO Administrative Aide II (OSCA)
	Total:	None	6 Minutes	

55. Circulation Services

Accessing and borrowing various reading materials from the Pasay City Public Library

Office or Division:	Pasay City Public Library (PCPL)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	CURE
Valid Identification (I	D) Card (1 original)	Document Ow	ner (Researcher/	Client)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk of PCPL and fill out the "Library User's Log Sheet", then deposit personal belongings, if any, to the assigned clerk.	Ask for the client's research topic and provide brief orientation of how the library materials are organized.	None	2 Minutes	DIANE V. TORRES Administrative Aide I (PCPL) JACQUELINE V. VILLASPER Administrative Aide II (PCPL)
2. Refer to the Online Public Access Catalog (OPAC) to search for needed reading material; copy the title, author, and call number of the material you wanted to borrow; or if you are not familiar with the OPAC, ask help directly from the librarian of PCPL.	2. Assist the borrower in searching the needed information relative to the use of OPAC; and locate the needed reading material she/he wants to borrow.	None	5 Minutes	DARWIN V. SAN DIEGO Administrative Officer II (PCPL) FRANCRIS N. OPANO Administrative Aide I (PCPL)
3. Secure copies of the reading materials from the Librarian of the PCPL.	Provide copies of reading materials to the borrower.	None	2 Minutes	DARWIN V. SAN DIEGO Administrative Aide IV (PCPL)
3.1 If Researcher decided to have copies of electronic	3.1 Check the information provided by borrower's			



materials (e.g. e-books, e-journal articles), accomplished the "Borrower's logbook for e-resources" from the Librarian.	logbook in e- resources and send the requested materials thru researcher's email.			
3.2 If Researcher decided to photocopy a book, accomplished the "Borrower's logbook" and leave 1 valid ID card to the assigned clerk of the PCPL.	3.2 Check the information provided in the borrower's logbook and release the requested reading materials for photocopy.			
4 Return the borrowed reading material to the assigned clerk of the PCPL.	4. Secure the borrowed material.	None	1 Minute	DIANE V. TORRES Administrative Aide I (PCPL)
4.1 Proceed to the assigned Clerk to return the borrowed material for proper clearance and to claim your ID card.	4.1 Check the borrowed material and indicate the appropriate remarks in the logbook, then release the ID card.			JACQUELINE V. VILLASPER Administrative Aide II (PCPL)
4.2 If any, claim your personal belongings from the assigned clerk near the	4.2 Release personal belongings of the borrower.			



entrance of the library.				
	TOTAL:	None	10 Minutes	

56. Coastal Bay and Estero Clean-up Operation Services

The Pasay City Environment and Natural Resources Office receives request for special coastal and *estero* clean-up of Barangays and private establishments.

Office or Division:		Pasay City Env	vironment and N	Vatural Resources	s Office (PCENRO)
Classification:	•	Simple			o cinco (i o civito)
Type of Transaction	on:	G2G – Government to Government and G2C-Govenrment to Citizen			ovenrment to Citizen
Who may avail:			d Private sector		overmient to online
CHECKLIST OF	REQL			WHERE TO SE	CURE
Request letter (1 or		-	Requesting pa		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit letter request for coastal and estero clean-up operation.	le aı th a: aı	eceive the etter request and forward it to be group ssigned in the rea.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
Wait for the confirmation of clean-up request at PCENRO.	po ch st ai	end nonitoring ersonnel to heck the tatus of <i>estero</i> nd coastal reas.	None	20 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
3. Secure the scheduled date of clean-up operations	is a s	Arrange and ssue the approved schedule of clean-up	None	5 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO)



from PCENRO.	operations.			CRISTY P. MANUEL Administrative Assistant II, (PCENRO)
				ERWIN D. ABAD Administrative Aide VI, (PCENRO)
	TOTAL:	None	27 Minutes	

57. Complaints relayed through the Official Pasay City Public Information Office Facebook Account

Any client concerns or complaints within the jurisdiction of Pasay can be relayed to the Public Information Office thru its Official Facebook Account.

Office or Division:	Public Information	Public Information Office (PIO)		
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send your complaint or client concern thru messenger to the Official PIO Facebook Account.	1. Print Screenshot/s of the particular complaint or concern, and refer it to the concerned department for proper action.	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)
	1.1 Get report from concerned department/ office regarding action/s taken on the referred	None	1 Day	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)



	complaint/ concern, and inform the client about it.			
2. Acknowledge receipt of report from concerned department/office re: action taken on the referred complaint/ concern, forwarded by the PIO.	2. Ask if the caller has any other concerns.2.1 If there are no more concerns, thank the caller.	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)
	TOTAL:	None	1 Day and 10 Minutes	

58. Computer Services

Computers are available at the Pasay City Public Library for typing, editing, and other word processing task.

Office or Division:	Pasay City Public Library (PCPL)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF R	FQUIREMENTS		WHERE TO SEC	JRF
Valid Identification (ID) Card (1 Original)		Document Owner (Researcher / Client)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deposit personal belongings, if any, near the entrance of the library then proceed to the Information desk of PCPL to accomplish the logbook intended for computer services, and leave 1 valid ID	1. Designate what computer the Client would use and inform him/her of the time limit thereof (60 minutes).	None	2 Minutes	FRANCRIS N. OPANO Administrative Aide I (PCPL)



card.				
2. Inform the PCPL Staff, once you have finished using the computer.	2. Check the computer then release the client's ID card, and indicate the appropriate remarks in the logbook.	None	2 Minutes	FRANCRIS N. OPANO Administrative Aide I (PCPL)
2.1 Claim your Personal belongings from the assigned Staff near the entrance of the library.	2.1 Release personal belongings of the borrower.			
TOTAL:		None	4 Minutes	

59. Conduct of Cooperative Pre-Membership Seminar (PMES)/Cooperative Orientation Seminar/Bayanihan Banking Program (BBP) Technology Transfer and Livelihood Skills Training

The service is designed to provide direct technical assistance to groups either community or institutional based that intends to form cooperatives as their socio-economic enterprise. The City Cooperative Office provides cooperative orientation / education, coaches or regulatory requirements, facilitates group formation (self-help group), and/or assists in the initial operation through installation of the savings program. The program can also be used for membership expansion of existing cooperatives through concern for the community /social responsibility.

Office or Division:	Office of the City Cooperative Officer		
	(a.k.a. Pasay Cooperative Development Office – Pasay CDO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Cooperative Organizations, associations, community households		
	organization in Pasay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request (with preferred date, time		Cooperative	
and venue) (1 original copy)		organization/association/organization	



	List of at least 15 members for PMES/		Cooperative organization		
cooperative orientation to attend the					
meeting/orientation (1			D 1	41 24 BA 9	
Certificate of Pre-Reg	listration Seminar	•	e Development Au	ithority – Manila	
(1 photocopy)	0	Extension (
List of at least 20 to 3		Association	n/organization		
livelihood skills training	ig (1 original copy)	FFF0 TO	BB 0 0 E 0 0 IN 0	DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Letter of Request for training/seminar/ orientation with complete requirements at receiving section of the PCDO.	1. Check the date and time of the requested activity and confirm if schedule has no conflict.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)	
2. Wait for the processing of the Reply slip at the designated waiting area of the PCDO.	2. Prepare and sign Reply Slip.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO)	
				JOHN N. NADUA	



		N		Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
3. Claim Reply slip from the receiving area of the PCDO.	3. Release Reply slip to the client.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
	TOTAL:	None	15 Minutes	

60. Confiscated Plate Numbers and/or Driver's License Due to Failed Emission Test

The Pasay Traffic and Parking Management Office-Anti-Smoke Belching Unit (ASBU) was created under City Ordinance No. 3106, s. 2004 and eventually the City Council of Pasay enacted the City Ordinance No. 6008, s. 2019 also known as the "Pasay City Anti-Smoke Belching Regulation." It was established for the control and prevention of air pollution, as embodied under RA 8794, also known as the "Philippines Clean Air Act of 1999" since it is the vital role of the local government units to share the management and maintenance of air quality with standard, in accordance with the



said Act. This covers all motor vehicles operating within the territorial jurisdiction of City of Pasay, as defined and enumerated under relevant provisions of the Philippine Clean Air Act.

Office or Division:	Pasay Traffic and Parking Management Office (PTPMO)			
Classification:	Simple			
Type of Transaction:	Government to	Citizen		
Who may avail:	Apprehended N	Motorists		
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE		
Principal				
Any Government ID Card (1 original, 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO), National ID		
Ordinance Violation Receip (1 original)	ot (OVR)	PTPMO		
Emission Test result (1 orig	,	Any Accredited Emission Test Center of the Land of Transportation Office (LTO)		
For Lost Ordinance Viola (OVR):	tion Receipt			
Any Government ID Card (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
Duly Notarized Affidavit of (1 original)	Loss			
 Affidavit of Loss 		Apprehended Motorist		
- Notarization		Notary Public		
Emission Test Result (1 ori		Any Accredited Emission Test Center of the Land of Transportation Office (LTO)		
Official Receipt (OR) (1 pho		PTPMO		
Certificate of Registration of (1 original)	of the vehicle	LTO		
REPRESENTATIVE				
Authorization Letter (1 original		Person Represented (Apprehended Motorist)		
Any Government ID Card of Person Represented (Apprehended Motorist) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
Any Government ID Card of Representative (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
OVR (1 original)		PTPMO		
Emission Test Result (1 original)		Any Accredited Emission Test Center of the Land of Transportation Office (LTO)		
For Lost OVR:				



A (1 ' (1 1 (4	//	D D		1 184 () ()
Authorization Letter (1 original)			esented (Appreher	
Any Government ID Card of Person		BIR, Post Of National ID	fice, PSA, SSS, GS	SIS, COMELEC, LTO,
	Represented (Apprehended Motorist)			
(1 original, 1 photo		515 5 . 04		
Any Government ID		,	fice, PSA, SSS, GS	SIS, COMELEC, LTO,
Representative (1 o	original)	National ID		
OVR (1 original)			nended Motorist	
Authorization Lette	r (1 original)	Person Repr	esented	
Emission Test Res	ult (1 original)	•	ed Emission Testir on Office (LTO)	ng Center of the Land
Official Receipt (1 p	ohotocopy)	PTPMO		
Certificate of Regis	tration of the vehicle	LTO		
(1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLILINI SILFS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE
 Present OVR 	 Receive and 	None	5 Minutes	SALVADOR B.
together with	verify the veracity			ABARQUEZ
required	of submitted			Traffic Aide I
documents to	OVR, and other			(PTPMO)
the Anti-	presented			
Smoke	requirements.			
Belching Unit				ROWENA D. CO
(ASBU)	1.1 Retrieve the		5 Minutes	Traffic Aide I
Verification	copy of OVR.			
Window at the				(PTPMO)
PTPMO.				
2. Proceed to	2. Prepare and	None	5 Minutes	LLORA G.
the	issue order of			GONZALES
Redemption	payment to the			Traffic Aide I
Section of	client.			(PTPMO)
PTPMO for				
the issuance				
of order of				
payment.				
3. Proceed to the	3. Issue the Official	Please	3 Minutes	JONATHAN A. DIZA
PTPMO	Receipt (OR) to	refer to the		Revenue Collection
Cashier's	the client.	table of		Clerk II
Office for		fees below		Cashier
payment of				
fees.				



4. Present the OR to the Anti-Smoke Belching Unit of PTPMO.	4. Release the Driver's License and/or Plate Number to the client.	None	2 Minutes	ROWENA D. CO Traffic Aide I (PTPMO)
	TOTAL:	Please refer to the table of fees below	20 Minutes	

VIOLATION	FEE
Under Ordinance 6008 series of 2019	
Anti-Smoking violators will be penalized	
as follows:	
1st Offense	PHP 2,000.00
2nd Offense	PHP 3,000.00
3rd Offense	PHP 5,000.00
2 nd and Subsequent Offenses	2x the value of the most recent fines on record but not
2 and Subsequent Offenses	exceeding PHP 2,500.00 per violation
	When the violation involved properly damage in
For Habitual Offenders	excess of PHP 10,000.00 or loss of life, the Traffic
1 of Habitual Offeriuers	and Parking Management Office shall seek the
	cancellation of the driver's license

61. Cooperative Continuous Education Program

Under the Rule 7 of the Implementing Rules and Regulation of Republic Act 9520, cooperatives are governed by a guided implementation of the required trainings to be attended by all officers of the cooperative. The program aims to address the concerns of cooperative when it comes to mandatory trainings as required of them having limited resources. The Cooperative Code enumerates the minimum training requirements to be attended by the cooperative officers. To address such pivotal need of the cooperatives, the cooperative continuous education program is carried out in partnership with other agencies such as Cooperative Development Authority, and other institutions that provide cooperative development programs for cooperative sector. The Pasay Cooperative Development Office, as an Accredited Training Provider for Cooperatives, administer and facilitates the conduct of the trainings.

Office or Division:	Office of the City Cooperative Officer (a.k.a. Pasay Cooperative Development Office – Pasay CDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Cooperatives in Pasay



	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Invited participa					
Letter of Invitation for (1 photocopy)	Letter of Invitation for Training/Seminar		Pasay Cooperative Development Office – Pasay CDO		
Duly accomplished C	onfirmation Slip	Pasay Co	operative Develo	pment Office – Pasay	
(1 original copy)	Conserving Training	CDO	iliya arganization		
Letter of Request for and/or Resource Pers		Cooperat	ive organization		
(1 original copy)	SOIT				
For Walk-in Client/s					
Letter of Request (1 of	original copy)				
	tails to be indicated in	Walk-In 0	Client/s		
	quest, i.e. Title of		ive organization		
	rce speaker, preferred		J		
schedule, mod	e of conduct (face-to-				
face or via zoo	m application)		,	,	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
For invited participants, submit duly accomplished confirmation slip and send	Confirm available slots and provide registration link.	None	10 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG	
via email.				Cooperative Development Specialist II	
1.1 Register thru the google link.	or			(PCDO)	
or 1. For walk-in	Check for available			JOHN N. NADUA Community Affairs Officer III (PCDO)	
client/s, receive the invitation letter from the attending personnel.	slot then provide walk-in client/s with the confirmation slip.			JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)	
1.1 Accomplish the confirmation slip and submit it to the receiving	1.1 Provide registration link. Otherwise, provide client with the				



desk. 1.2 Register thru the google link.	schedules of the same training or other available training.			
2. Submit Letter of Request for In- House Cooperative Training and/or Resource Speaker/s at PCDO.	2. Check the date of requested training and make necessary schedule amenable to both parties.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
3. Claim or receive reply slip at the receiving area of the PCDO or thru their email.	3. Release reply slip or it may be send to their email.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative



				Development Specialist
				(DCDO)
4. Attend and participate in the training based on the released/issued	4. Conduct the training	None	For Micro Cooperatives = 1 day or 8 hours	(PCDO) ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO)
4.1 Prepare for the accomplishment of Pre and posttests, evaluation form, and client satisfaction measurement questionnaire (CSMQ)	4.1 Administer pre- and posts-tests, evaluation form and CSMQ to the participants		For Small, Medium and Large cooperatives = 2 days or 16 hours	JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative
4.2 Accomplish pre- and post- tests, evaluation form and CSMQ	4.2 Collect the accomplished tests, form and questionnaire			Development Specialist I (PCDO)
5. Wait for the release of the Certificate of Completion	5. Issue Certificate of Completion after all requirements have been fulfilled, otherwise, only Certificate of Attendance shall be issued	None	6 days or 48 hours	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO) JOHN N. NADUA Community Affairs Officer III
				Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I



			(PCDO)
TOTAL:	None	For Micro	
		Cooperatives =	
		7 days and	
		20 minutes	
		or	
		56 hours and	
		20 minutes	
		For Small,	
		Medium and	
		Large	
		cooperatives =	
		8 days and	
		20 minutes	
		or	
		64 hours and	
		20 minutes	

62. Correction of Erroneous Entry Pursuant to Republic Act Nos. 9048 and 10172

Securing correction of typographical error in the civil registry document pursuant to Republic Act Nos. 9048 and 10172 from the Local Civil Registry Office. The correction in the civil registry document can be filed through administrative petitions except corrections involving nationality, citizenship, civil status, and age (COLB).

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:	Highly Complex			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
RA 9048 - Typographica	al Error			
Principal:				
Document issued by PSA	with erroneous	Philippine Statistics Authority (PSA)		
entry (1 original, 1 photoc	ору)			
Document issued by LCR	O with erroneous	Local Civil Registry Office (LCRO) where the document		
entry (1 CTC, 1 photocop	y)	was registered		
Valid Government ID Card (1 original,		Bureau of Internal Revenue (BIR), Philippine Postal		
1 photocopy)		Corporation (Post Office), Philippine Statistics		
		Authority (PSA), Social Security System (SSS),		
		Government Service Insurance System (GSIS),		
		Commission on Election (COMELEC), Land		



	T (((TO)
	Transportation Office (LTO)
Supporting Documents (provide at least 3	
documents to support EACH error,	
choose from the following, but not limited	
to)	
- Certificate of Live Birth, Marriage, Death	PSA or Local Civil Registry Office (LCRO)
(1 original, 2 photocopies)	
- Certificate of Baptism/Dedication	Church, Petitioner
(1 original, 2 photocopies)	
- School Records: Form 137/138, TOR,	School, University, College
Diploma (1 original, 2 photocopies)	001451 50
- Voter's Affidavit/Certification/Record	COMELEC
(1 original, 2 photocopies)	
- Employment Service Record (1 original,	Employer
2 photocopies)	000/0010/DUULEALTH
- SSS/GSIS/PHILHEALTH records	SSS/GSIS/PHILHEALTH
(1 original, 2 photocopies)	Day automat of Familia Affaire
- Passport (2 photocopies)	Department of Foreign Affairs
- Certificate of Live Birth/Marriage/Death of	PSA or Local Civil Registry Office (LCRO)
siblings or children, whatever applies	
(1 original, 1 photocopy)	
Representative:	Decree Decree de L'Organistic Constitution
Special Power of Attorney (for outside 4 th civil	Person Represented (Document Owner)
degree of consanguinity) (1 original)	DID Doot Office DOA COO COMELEO LEO
Valid Government ID Card of the Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Represented (Petitioner) (1 original,	
1 photocopy) Valid Government ID Card of the	DID Doct Office DOA COO COIC COMELEC LTO
	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 original, 2 photocopies)	DCA
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	Local Civil Registry Office where the document was
Document issued by LCRO with erroneous entry (1 CTC, 1 photocopy)	<u> </u>
Supporting Documents (provide at least 3	registered
documents to support EACH error,	
choose from the following, but not limited	
to)	
- Certificate of Live Birth, Marriage, Death	PSA or Local Civil Registry Office (LCRO)
(1 original, 2 photocopies)	1 5/1 of Local Orvil Neglotly Office (LONO)
- Certificate of Baptism/Dedication	Church, Petitioner
(1 original, 2 photocopies)	Ondron, i endone
- School Records: Form 137/138, TOR,	School, University, College
Diploma (1 original, 2 photocopies)	Concor, Ornversity, Concgo
שוףוטווומ (ו טוואווומו, ב priblocopies)	



 Voter's Affidavit/Certification/Record 	COMELEC
(1 original, 2 photocopies)	
- Employment Service Record	Employer
- SSS/GSIS/PHILHEALTH records	SSS/GSIS/PHILHEALTH
(1 original, 2 photocopies)	
- Passport (2 photocopies)	Department of Foreign Affairs
- Certificate of Live Birth/Marriage/Death of	PSA or Local Civil Registry Office (LCRO)
siblings or children, whatever applies	
(1 original, 1 photocopy)	
R.A. 9048 - Change of First Name in the	
COLB	
Principal:	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	Local Civil Registry Office where the document was
entry (1 CTC, 1 photocopy)	registered
Valid Government ID Card (1 original,	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
1 photocopy)	
Supporting Documents (provide at least 3	
documents to support EACH error,	
choose from the following, but not limited	
to)	
- Certificate of Marriage, Death	PSA or LCRO
(1 original, 2 photocopies)	
- Certificate of Baptism/Dedication	Church, Petitioner
(1 original, 2 photocopies)	
- School Records: Form 137/138, TOR,	School, University, College
Diploma (1 original, 2 photocopies)	, ,,
- Voter's Affidavit/Certification/Record	COMELEC
(1 original, 2 photocopies)	
- Employment Service Record	Employer
- SSS / GSIS / PHILHEALTH records	SSS / GSIS / PHILHEALTH
(1 original, 2 photocopies)	
- Passport (2 photocopies)	Department of Foreign Affairs
- Certificate of Live Birth/Marriage/Death of	PSA or LCRO
siblings or children, whatever applies	
(1 original, 1 photocopy)	
- Medical Records (1 original,	Hospitals/Clinics
2 photocopies)	
NBI Clearance (except for minors)	National Bureau of Investigation (NBI)
(should not expire within 4 months)	
(1 original, 2 photocopies)	
Police Clearance (except for minors) (should	PNP Headquarter of the locality where you reside
. ss sissians (s.tsperior minors) (should	



not expire within four months)	
(1 original, 2 photocopies)	
Barangay Clearance (except for minors)	Barangay Hall of place of residence
(1 original, 2 photocopies)	
Employment Certification, if currently	Employer
employed (except for minors)	
(1 original, 2 photocopies)	
Affidavit of Non-Employment, if currently	Notary Public
unemployed (except for minors)	
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Representative:	
Special Power of Attorney (for outside 4 th civil	Person Represented (Document Owner)
degree of consanguinity) (1 original)	
Valid Government ID Card of the Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Represented (Petitioner) (1 original,	
1 photocopy)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 original, 2 photocopies)	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	Local Civil Registry Office (LCRO) where the document
entry (1 CTC, 1 photocopy)	was registered
Supporting Documents (provide at least 3	
documents to support EACH error,	
choose from the following, but not limited	
to)	
- Certificate of Live Birth, Marriage, Death	
(1 original, 2 photocopies)	PSA or LCRO
- Certificate of Baptism/Dedication	
- Certificate of Baptism/Dedication (1 original, 2 photocopies)	PSA or LCRO Church, Petitioner
Certificate of Baptism/Dedication(1 original, 2 photocopies)School Records: Form 137/138, TOR,	Church, Petitioner
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) 	
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record 	Church, Petitioner School, University, College
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record (1 original, 2 photocopies) 	Church, Petitioner
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record (1 original, 2 photocopies) Employment Service Record 	Church, Petitioner School, University, College COMELEC
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record (1 original, 2 photocopies) Employment Service Record SSS/GSIS/PHILHEALTH records 	Church, Petitioner School, University, College COMELEC Employer
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record (1 original, 2 photocopies) Employment Service Record SSS/GSIS/PHILHEALTH records (1 original, 2 photocopies) 	Church, Petitioner School, University, College COMELEC
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record (1 original, 2 photocopies) Employment Service Record SSS/GSIS/PHILHEALTH records (1 original, 2 photocopies) Passport (2 photocopies) 	Church, Petitioner School, University, College COMELEC Employer SSS/GSIS/PHILHEALTH
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record (1 original, 2 photocopies) Employment Service Record SSS/GSIS/PHILHEALTH records (1 original, 2 photocopies) Passport (2 photocopies) Certificate of Live Birth/Marriage/Death of 	Church, Petitioner School, University, College COMELEC Employer SSS/GSIS/PHILHEALTH Department of Foreign Affairs
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record (1 original, 2 photocopies) Employment Service Record SSS/GSIS/PHILHEALTH records (1 original, 2 photocopies) Passport (2 photocopies) Certificate of Live Birth/Marriage/Death of siblings or children, whatever applies 	Church, Petitioner School, University, College COMELEC Employer SSS/GSIS/PHILHEALTH
 Certificate of Baptism/Dedication (1 original, 2 photocopies) School Records: Form 137/138, TOR, Diploma (1 original, 2 photocopies) Voter's Affidavit/Certification/Record (1 original, 2 photocopies) Employment Service Record SSS/GSIS/PHILHEALTH records (1 original, 2 photocopies) Passport (2 photocopies) Certificate of Live Birth/Marriage/Death of 	Church, Petitioner School, University, College COMELEC Employer SSS/GSIS/PHILHEALTH Department of Foreign Affairs



	Hospitals/Clinics
NBI Clearance (except for minors) (should	National Bureau of Investigation (NBI)
not expire within four months)	Transfer a second or an early
(1 original, 2 photocopies)	
Police Clearance (except for minors) (should	PNP Headquarter of the locality where you reside
not expire within four months)	The first of the f
(1 original, 2 photocopies)	
Barangay Clearance (except for minors)	Barangay Hall of place of residence
(1 original, 2 photocopies)	and guy rism or process reconstruction
Employment Certification, if currently	Employer
employed (except for minors)	
(1 original, 2 photocopies)	
Affidavit of Non-Employment, if currently	Notary Public
unemployed (except for minors)	, and the second se
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
RA 10172 – Correction of Error in Sex in	· · · · · · · · · · · · · · · · · · ·
the COLB	
(Representative is not allowed except for	
minor document owner, one of the	
parents, or elder siblings of legal age, or a	
legal custodian shall be the	
representative)	
Principal (18 years old and above):	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	Local Civil Registry Office (LCRO) where the document
entry (1 CTC, 1 photocopy)	was registered
Valid Government ID Card (1 original,	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
1 photocopy)	
Baptismal Certificate or Dedication Certificate	Church, Petitioner
(1 original, 2 photocopies)	
Elementary School Record Form 137	Elementary School
(1 original, 2 photocopies)	
Medical Records (vaccination, immunization,	Hospital/Clinic, Petitioner
laboratory tests, etc.)	
(1 original, 2 photocopies)	
NBI Clearance	National Bureau of Investigation (NBI)
(should not expire within 4 months)	
(1 original, 2 photocopies)	
Police Clearance	PNP Headquarter of the locality where you reside
(should not expire within four months)	
(1 original, 2 photocopies)	



Barangay Clearance	Barangay Hall of place of residence
(1 original, 2 photocopies)	Barangay Flair of place of regidence
Employment Certification, if currently	Employer
employed	Employer
(1 original, 2 photocopies)	
Affidavit of Non-Employment, if currently	Notary Public
unemployed (except for minors)	Trotaly I dollo
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Medical Certification (1 original)	City Health Office (CHO)
2 photocopies)	City Health Office (CHO)
. ,	
Representative	
(in case the birth owner is a minor):	Cahaal
Valid School ID Card of the Person	School
Represented (Petitioner) (1 original)	DID Doct Office DCA CCC CCIC COMELEC LTC
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 original)	DO A
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	10: 15: 10: 15: 10: 10: 10: 10: 10: 10: 10: 10: 10: 10
Document issued by LCRO with erroneous	Local Civil Registry Office (LCRO) where the document
entry (1 CTC, 1 photocopy)	was registered
Baptismal Certificate or Dedication Certificate	Church, Petitioner
(1 original, 2 photocopies)	
Elementary School Record Form 137	Elementary School
(1 original, 2 photocopies)	
Medical Records (vaccination, immunization,	Hospital/Clinic, Petitioner
laboratory tests, etc.)	
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Medical Certification (document owner)	City Health Office
(1 original, 2 photocopies)	
10172 - Correction of Error in Day and	
Month of Date of Birth in the COLB	
Principal:	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	Local Civil Registry Office (LCRO) where the document
entry (1 CTC, 1 photocopy)	was registered
Valid Government ID Card (1 original,	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
1 photocopy)	
Baptismal Certificate or Dedication Certificate	Church, Petitioner
(1 original, 2 photocopies)	
Elementary School Record Form 137	Elementary School



(1 original, 2 photocopies)	
Medical Records (vaccination, immunization,	Hospital/Clinic, Petitioner
laboratory tests, etc.)	Troophaw Cirrio, T Guideric
(1 original, 2 photocopies)	
NBI Clearance (should not expire within 4	National Bureau of Investigation (NBI)
months)	Transmar Baroad or invocagation (1451)
(1 original, 2 photocopies)	
Police Clearance (except for minors) (should	PNP Headquarter of the locality where you reside
not expire within four months)	The state quantity of the state of the sta
(1 original, 2 photocopies)	
Barangay Clearance (except for minors)	Barangay Hall of place of residence
(1 original, 2 photocopies)	
Employment Certification, if currently	Employer
employed (except for minors)	
(1 original, 2 photocopies)	
Affidavit of Non-Employment, if currently	Notary Public
unemployed (except for minors)	
(1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
Representative:	
Special Power of Attorney (for outside 4 th civil	Person Represented (Document Owner)
degree of consanguinity) (1 original)	
Valid Government ID Card of the Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Represented (Petitioner) (1 original)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 original)	
Document issued by PSA with erroneous	PSA
entry (1 original, 1 photocopy)	
Document issued by LCRO with erroneous	Local Civil Registry Office (LCRO) where the document
entry (1 CTC, 1 photocopy)	was registered
Baptismal Certificate or Dedication Certificate	Church, Petitioner
(1 original, 2 photocopies)	Flore onto my Colo a d
Elementary School Record Form 137	Elementary School
(1 original, 2 photocopies)	Heapital/Clinia Detitioner
Medical Records (vaccination, immunization,	Hospital/ Clinic, Petitioner
laboratory tests, etc.) (1 original, 2 photocopies)	
Proof of Publication (1 original)	Publisher of a newspaper of general circulation
NBI Clearance (except for minors) (should	National Bureau of Investigation (NBI)
not expire within four months)	Ivalional buleau of investigation (NDI)
(1 original, 2 photocopies)	
Police Clearance (except for minors) (should	PNP Headquarter of the locality where you reside
not expire within four months)	The readquarter of the locality where you reside
Hot expire within roal months	



				AING
(1 original, 2 photoco	pies)			
Barangay Clearance (except for minors)		Barangay Hall of	place of residence	
(1 original, 2 photocopies)				
Employment Certifica		Employer		
employed (except for minors)				
(1 original, 2 photoco	• •			
Affidavit of Non-Emp		Notary Public		
unemployed (except	•			
(1 original, 2 photoco	pies)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and LCR copy of the civil registry document with erroneous entry/entries together with at	documents for consistency, completeness, and jurisdiction. If incomplete or inconsistent			Administrative Assistant IV (LCRO)
least 3 documents supporting the correction of the error at the Local Civil Registry Office. Also, attach the mandatory clearances and certifications for petitions for change of first name and under supporting documents, petitioner will be advised of the insufficiencies of documents. 1.1. Once checked, give a prescribed petition form to be accomplished and notarized.	documents, petitioner will be advised of the insufficiencies of			
	give a prescribed petition form to be accomplished and			
RA 10172.	1.2. Issue order of payment for the required fees for the filing fee or service fee, in case of a migrant petition			



2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	A. Correction of Clerical Error Filing Fee (CCE) – PHP 1,000	5 Minutes	Teller (CTO)
		B. Change of First Name Filing Fee (CFN) – PHP 3,000		
		C. R.A. 10172 Filing Fee – PHP 3,000		
		D. Migrant CCE Petition Service Fee – PHP 500		
		E. Migrant CFN and RA 10172 Petition Service Fee – PHP 1,000		
		F. Computerization Fee – PHP20		
3. Proceed to the notary public, as advised, to have the petition form accomplished and notarized.	Verify OR, petition form and supporting documents	Notarization Fee Publication Fee	For petitions involving locally registered civil registry document:	
3.1. Once completed, return to the LCR Office, and present the	3.1 Docket and assign/inscribe the corresponding petition number to the petition form.		60 Minutes (Excluding notarization);	
accomplished petition form,	If petition requires			MA. CORAZON C.



	I Produce a series		ANDRES
supporting documents and Official Receipt from the City Treasurer's Office	publication, give one copy of the petition to the petitioner to be used in publication. Ask petitioner of their contact number for the advisory on the correction	25 Days (Excluding publication and PSA review and decision); For migrant petitions:	ANDRES Administrative Assistant IV (LCRO)
3.2. If advised that the petition shall be published in a newspaper, receive file copy of the petition, and bring it to a newspaper publisher and have it published for 2 consecutive weeks, once a week. Once completed, request from publisher the certification and proof of publication. Bring these back to the Local Civil Registry Office	 3.2. Issue instruction slip to the petitioner indicating the office's contact numbers for them to follow up on the approval of the correction. 3.3. Prepare posting, record sheet and certificate of posting. 3.4. Review and render decision. In case of a migrant petition, transmit the petition, supporting documents, record sheet, certificate of posting and proof of publication, if applicable, and corresponding filing fee to the respective LCR Office in the province. 3.5. Transmit to the 	Processing time will end once the petition is endorsed to the record-keeping civil registry office (maximum of 5 working days after the completion of the 10-days posting and, in case of Change of First Name and RA 10172 petition, publication in a general circulation newspaper)	ROMULO C. TRESVALLES City Civil Registrar (LCRO)



	Legal Services Division of the Philippine Statistics Authority for their review and affirmation or denial of the CCR's decision. 3.6. Retrieve from PSA the OCRG decision 3.7. Prepare annotation, Certificate of Finality, certified true copy of the affirmed decision, annotated civil registry document and OCRG			MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)
	affirmation. 3.8 Advise the client if the documents are ready for pick-up.			MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)
4. On the advised release date, present the O.R. at the Local Civil Registry Office releasing window.	4. Verify for the document being claimed. 4.1. Issue order of payment for Certificate of Finality, certified true copies of the approved petition, OCRG decision and annotated civil registry document	None	5 Minutes	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)



		(2 pcs.) to the client.4.2. Record the name of the document owner and the claiming party in the release logbook.			
5.	Pay the required fees at the City Treasurer's Office.	5. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	G. Certificate of Finality – PHP 50 H. Certified copy of approved petition – PHP 50 I. Certified true copy of the OCRG decision – PHP 50 J. Certified true copy of the annotated civil registry document (2 pcs.) – PHP 50/pc K. Computerization Fee – PHP 20	5 Minutes	Teller (CTO)
6.	Present OR to the assigned personnel of the Local Civil Registry Office and releasing window.	6. Verify OR, release Certificate of Finality, certified copy of the annotated civil registry document, approved petition	None	5 Minutes	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)



	and OCRG decision.			
	6.1 leave the requested			
	6.1 Issue the requested			
	documents to the			
	client.			
7. Sign the logbook at the Local Civil Registry Office releasing window.	 7. Instruct the client to proceed to the government agency, which concerns the next process, and submit the documents thereat. 7.1 Place the appropriate remarks in the logbook upon issuance of the requested document, and 	None	5 Minutes	MA. CORAZON C. ANDRES Administrative Assistant IV (LCRO)
	keep the records for			
	future file/reference.			
	TOTAL:	For locally registered petitions:	25 Days, 1 Hour and 40 Minutes	
		For Correction of Clerical Error A+F+G+H+I+J+ K = PHP 1,290	(excluding time for notarization, publication, PSA review and decision)	
		*For Change of First Name – B+F+G+H+I+J+ K= PHP 3,290		
		*For RA 10172 –		
		C+F+G+H+I+J+ K = PHP 3,290		
		For migrant		



petitions (excluding courier fees for migrant petitions):	
*Change of First Name and RA 10172 – E+F = PHP 1,020	
Correction of Clerical Error – D+F = PHP 520	
(*excluding notarization and publication fees)	
(Courier fees for migrant petitions will be shouldered by the petitioner)	

63. Day Care Services Program

The PSWDD provides day care services program for preschoolers (ages 3-4), which lasts for ten (10) months.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government	to Citizen	
Who may avail:	Preschoolers 3-4 years old and their parents/guardian		
CHECKLIST OF RI	OF REQUIREMENTS WHERE TO SECURE		
Barangay Certificate of the parents/guardian (1 original, 1 photocopy)		Barangay/Place of Residency	
Birth certificate of the minor (1 certified true copy, 1 original)		Philippine Statistics Authority (PSA)	



Most recent 1x1 picture 2 photocopies)	(2 original,	Photoshop/center		
Health record (1 certified 1 original)	true copy,	Hospital/Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIE		
Accompany your child to the Child Development Center in your barangay.	1. Receive and evaluate the submitted requirements. 1.1 Register the child in the list of day care children.	None	10 Minutes	Child Development Center Worker (Concerned Barangay)
2. Let your child attend the Early Childhood Care Education (ECCE) sessions at the day care center in your barangay.	2. Provide the ECCE to the children of assigned barangay.	None	10 Months (Equivalent to 220 Days)	Assigned Day Care Worker (PSWDD)
	TOTAL:	None	220 Days and 10 Minutes	

Day Care Services Program is covered under RA Nos.6972 and 10410

64. Delayed Registration of Certificate of Death and Fetal Death

Applying for delayed registration of Certificate of Death and Fetal Death at the Local Civil Registry Office.

It is a case of delayed registration, if the registration of death is after thirty (30) days from the date of the event.

Office or Division:	Local Civil Registry Office (LCRO)		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Nearest kin or immediate family members of the deceased person		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		WHERE TO SECURE	
Accomplished Certificate of Death or Fetal		Hospital, Health Center, Funeral Homes, City Health	
Death	Office		
 With accomplished and duly notarized 		- Notary public	
Affidavit for Delayed Registration of			



Death				
Accomplished Mun. Forr	m 103 (IP Form No. 2)	LCR Office. H	Hospital Records, E	Burial Ceremony
if the deceased person is an IP or Muslim		Imam or Tribal Chief		
(4 original)		_		-
Negative Certification (1			atistics Authority (P	SA)
Certificate of No Record		LCR Office		
Affidavit of Two (2) Disin (1 original)	nerested Persons	Notary Public	<i>;</i>	
Certificate of Burial or C	remation	Cemetery or	Crematorium	
(1 original, 1 photocopy)		,		
Certification of Funeral S		Funeral Hom	е	
(1 original, 1 photocopy)	<u> </u>	_		_
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished COD/COFD to the Registration Officer at the Local Civil Registry Office.	 Review for jurisdiction, correctness, completeness, and condition of the COD/COFD. Receive and issue claim stub indicating the date and time of release. File accepted application for the 10-day posting period. 	None	10 Days and 13 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
	 1.3 Review and sign the COD/COFD. 1.4 Assign/Inscribe registry number to the COD/ COFD and segregate LCRO and PSA file copies and 2 			ROMULO C. TRESVALLES City Civil Registrar II (LCRO) ROD-JAN S. POLIDARIO Registration Officer II (LCRO)



2. On relegge date	copies for the interested party.	None	1 Minute	ROD-JAN S.
2. On release date, present claim stub at the Local Civil Registry Office releasing window.	2. Verify the COD/ COFD being claimed, and issue the two (2) copies of the registered COD/COFD to the client.	None	i Minute	POLIDARIO Registration Officer II (LCRO)
3. Claim the COD/COFD at the Local Civil Registry Office releasing window, and sign the logbook.	3. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	LILIBETH S. DELA ROSA Administrative Aide II (LCRO) or ROMEO S. RIVERA II Administrative Aide II (LCRO)
	TOTAL:	None	10 Days and 16 Minutes	

65. Delayed Registration of Certificate of Live Birth

Securing delayed registration of Certificate of Live Birth from the Local Civil Registry Office. Delayed registration is registration of birth after thirty (30) days following the event.

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:	Highly Complex	Highly Complex		
Type of Transaction:	G2C – Government to	o Citizen		
Who may avail:	All			
CHECKLIST OF RE	CKLIST OF REQUIREMENTS WHERE TO SECURE			
Marital/Legitimate Child				
Accomplished Certificate of Live Birth		Birthing Institution (Hospital, Lying-in, Clinic)		
(4 original)				



Accomplished Mus. Form No. 100 /ID Form No.	LCD Office Direction in action to the contract of the contract
Accomplished Mun. Form No. 102 (IP Form No. 1) (4 priginal)	LCR Office, Birthing institution
1) (4 original)	
- If parents are IPs or Muslims	Dhilliania - Otatiatia - Authority (DOA) and OD Office
Certificate of Marriage of Parents	Philippine Statistics Authority (PSA) or LCR Office
(1 PSA or CTC)	where marriage was registered
Negative Certification (1 original, 1 photocopy)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of Two Disinterested Persons	Notary Public
(1 original)	
Certificate of Marriage, if child /registrant is	PSA or LCR Office where marriage was registered
already married (1 original, 1 photocopy)	
National ID Card	PSA
(1 photocopy, present 1 original)	
or	
Proof of enrollment/transaction slip	
(1 photocopy)	
Barangay Certification of Residency (1 original	Barangay Hall of place of residence
copy)	
2x2 front-facing picture with white background	Photo Shop/Studio
(1 original, colored)	
Affidavit of submission of documents	LCRO
(2 original copies)	Lond
Please present three (3) of the following	
supporting documents, showing Place and	
Date of Birth, and Filiation:	
- Certificate of Baptism or Dedication	Church
(1 original, 1 photocopy)	Charon
- Immunization Records (1 original,	Health Centers/Clinics/Hospitals
1 photocopy)	Tieattii Ocitteis/Ollillos/Tiospitais
- Prenatal Record (1 original,	
1 photocopy)	Health Centers/Clinics/Hospitals
- School Form 137 (1 original,	Tieattii Ocitteis/Ollillos/Tiospitais
1 photocopy)	DEP-Ed Accredited High/Secondary School
1	DEF-Ed Accredited High/Secondary School
 Voter's Affidavit/Registration record (1 original, 1 photocopy) 	COMELEC
- SSS/GSIS/PHILHEALTH records	OOIVILLEO
(1 original, 1 photocopy)	SSS/GSIS/PHILHEALTH
- Philippine Passport (2 original)	Department of Foreign Affeirs
- Certificate of Live Birth of children born	Department of Foreign Affairs
and registered from 1960-1983	PSA
(1 original, 1 photocopy)	
- Old NBI records (1 original,	Negara Branco (Negara de 1919)
1 photocopy)	National Bureau of Investigation (NBI)



- Old Community Tax Certificates	
	City Treasurer's Office/Barangay Hall
(CEDULA) (1 original, 1 photocopy) Unacknowledged Child	City Treasurer's Office/Darangay Flair
Accomplished Certificate of Live Birth	Birthing Institution (Hospital, Lying-in)
(4 original)	Birthing institution (Hospital, Lying-in)
Accomplished Mun. Form No. 102 (IP Form No.	LCR Office, Birthing institution
1) (4 original)	LON Office, Birthing institution
- If mother is an IP	
Negative Certification (1 original, 1 photocopy)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of Two Disinterested Persons	Notary Public
(1 original)	Notary i dollo
Certificate of Marriage, if child /registrant is	PSA or LCR Office where marriage was registered
already married (1 original, 1 photocopy)	1 6/1 of Lort office where marriage was registered
National ID Card	PSA
(1 photocopy, present 1 original)	1 6/1
or	
Proof of enrollment/transaction slip	
(1 photocopy)	
Barangay Certification of Residency	Barangay Hall of place of residence
(1 original copy)	and gry and plants of the
2x2 front-facing picture with white background	Photo Shop/Studio
(1 original, colored)	·
Affidavit of submission of documents	LCRO
(2 original copies)	
Please present three (3) of the following	
supporting documents, showing Place	
and Date of Birth, and Filiation:	
 Certificate of Baptism or Dedication 	Church
(1 original, 1 photocopy)	
- Immunization Records (1 original,	Health Centers/Clinics/Hospitals
1 photocopy)	
- Prenatal Record (1 original,	Health Centers/Clinics/Hospitals
1 photocopy)	DED Ed Assessited High/Occurred To Colored
- School Form 137 (1 original,	DEP-Ed Accredited High/Secondary School
1 photocopy)	COMELEC
- Voter's Affidavit/Registration record	COMELEC
(1 original, 1 photocopy) - SSS/GSIS/PHILHEALTH records	SSS/GSIS/PHILHEALTH
(1 original, 1 photocopy)	333/G3I3/FIILHEALTH
- Philippine Passport (2 original)	Department of Foreign Affairs
- Certificate of Live Birth of children born	PSA
and registered from 1960-1983	
and registered from 1900-1905	



- (1 original, 1 photocopy)	National Bureau of Investigation
Old NBI records (1 original, 1 photocopy)Old Community Tax Certificates	City Treasurer's Office/Barangay Hall
(CEDULA) (1 original, 1 photocopy)	Only Treasurer's Office/Darangay Flair
Acknowledged Non-Marital Child	
Accomplished Certificate of Live Birth	Birthing Institution (Hospital, Lying-in)
(4 original)	
- With accomplished and duly notarized	Notary public
Affidavit of Admission of Paternity found	
in back page	
Accomplished Mun. Form No. 102 (IP Form No.	LCR Office, Birthing institution
1) (4 original)	
If parents are IPs or Muslims	
Duly notarized Affidavit to Use the Surname of	Notary public
the Father – if child will use the father's	
surname (4 original)	D
Personal Appearance of Parents at the LCRO	Parents (DID) Philipping Boots
Valid Government ID Card of Parents	Bureau of Internal Revenue (BIR), Philippine Postal
(1 for each parent)	Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS),
	Government Service Insurance System (GSIS),
	Commission on Election (COMELEC), Land
	Transportation Office (LTO)
Personal Appearance of registrant if aged 7	Registrant
years old and above – if the registrant will use	
the father's surname (applicable for registrant	
born on or after March 19, 2004)	
Valid ID of the registrant (if aged 7 years old	DEP-Ed/CHED Accredited School, BIR, Post Office,
and above)	PSA, SSS, GSIS, COMELEC, LTO
Negative Certification (1 original, 1 photocopy)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of Two Disinterested Persons	Notary Public
(1 original)	DCA and CD Office whom recoming to wear maintened
Certificate of Marriage, if child /registrant is	PSA or LCR Office where marriage was registered
already married (1 original, 1 photocopy) National ID Card	PSA
(1 photocopy, present 1 original)	FUA
or	
Proof of enrollment/transaction slip	
(1 photocopy)	
Barangay Certification of Residency	Barangay Hall of place of residence
(1 original copy)	5.7 1 h
2x2 front-facing picture with white background	Photo Shop/Studio
	•



(1 original, colored)				
Affidavit of submission	of documents	LCRO		
(2 original copies)	or accamonto	LONG		
	e (3) of the following			
	ments, showing Place			
	th, and Filiation:			
 Certificate of Baptism or Dedication 		Church		
(1 original, 1 photocopy)				
	ecords (1 original,	Health Centers	/Clinics/Hospitals	
1 photocopy)				
- Prenatal Record	(1 original,	Health Centers	/Clinics/Hospitals	
1 photocopy)	7 (4			
- School Form 137	7 (1 original,		ditad High/Caasa	Jamy Cabaal
1 photocopy)	Pogiatration record	DEP-Ed Accred	dited High/Second	ary School
(1 original, 1 pho	Registration record	COMELEC		
` • •	HEALTH records	CONILLEC		
(1 original, 1 pho		SSS/GSIS/PHII	HFAI TH	
- Philippine Passp	,		,	
	e Birth of children born	Department of I	Foreign Affairs (D	FA)
and registered fr		PSA		•
(1 original, 1 pho				
 Old NBI records 	(1 original,			
1 photocopy)		National Burea	u of Investigation	
- Old Community		O:: T	O.C. 1D	
(CEDULA) (1 ori	ginal, 1 photocopy)		S Office/Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the	1. Review for	None	For ages	FE J. MAGNAYE-
accomplished	jurisdiction,	None	79 below:	PLANTINOS
Certificate of Live	· ·		10 8010111	Administrative Aide II
Birth (COLB) and	correctness,		For approved	(LCRO)
other required	completeness, and		application –	
documents to the	condition of the		15 Days and	or
Registration	COLB and		15 Minutes	FRENCITA P.
Officer at the	requirements.			PENECITOS
LCRO for review.	1 1 Ack the applicant		For	Administrative Aide II
	1.1 Ask the applicant		disapproved	(LCRO)
	for contact		application –	
	information, then		5 Days and 15 Minutes	
	issue provisional		าว เงแกนเธอ	
	acceptance stub			
	with the LCRO's			



		WATTANG MARK
contact information. 1.2 Verify the	For ages 80 and above:	
authenticity of the	For approved	
submitted	application –	
documents.	15 Days and	
	15 Minutes +	
1.3 Once authenticity	turnaround time of PSA	
is verified, contact	evaluation	
the applicant as to		
the approval or	For	
denial of the	disapproved	
application.	application –	
a. For approved application of ages 79 and below, inform the applicant of the date of release and proceed to the next step. If denied, inform the applicant the reason for denial, advise the applicant of the necessary action, and return all documents	Disapproved at the LCRO level - 5 Days and 15 Minutes or if disapproved at PSA evaluation level - 5 Days and 15 Minutes + turnaround time of PSA evaluation	
submitted. b. In case the		FE J. MAGNAYE-
registrant is 80		PLANTINOS
years and above,		Administrative Aide II (LCRO)
send to PSA		(=0.10)
through email all		or
documentary		FRENCITA P.
requirements for		PENECITOS
their evaluation.		Administrative Aide II
		(LCRO)



Once approved, proceed with the registration. If	
disapproved, inform the client of PSA's	
evaluation for the appropriate action, and return all documents submitted.	
1.4 Register the Affidavit to Use the Surname of the Father (AUSF) (if applicable).	
1.4.1 Assign registry number on the received AUSF	
1.4.2 Record the appropriate remarks in the logbook for legal instruments.	
1.5 File accepted application for the 10-day posting period	DOM!!! O C
1.6 After posting period, sign the COLB.	ROMULO C. TRESVALLES City Civil Registrar (LCRO)
1.7 Assign/ inscribe registry number.	
1.8 Encode with	



			1	
	statistical data. 1.9 Segregate copies for LCRO and PSA files and 2 copies for the registrant/ applicant.			
2. On the release date, present the claim stub at the Local Civil Registry Office releasing window.	2. Verify the COLB being claimed, and issue the two (2) copies of the registered COLB to the client.	None	4 Minutes	FRENCITA P. PENECITOS Administrative Aide II (LCRO) or LILIBETH S. DELA ROSA Administrative Aide II (LCRO)
3. Claim the requested document from the LCRO releasing window; and sign the logbook.	4. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	LILIBETH S. DELA ROSA Administrative Aide II (LCRO) or ROMEO S. RIVERA II Administrative Aide II (LCRO)
	TOTAL:	None	For approved application: For ages 79 below: 15 Days and 21 Minutes For ages 80 and above: 15 Days and 21 Minutes + turnaround time of PSA evaluation	



For disapproved application:
For ages 79 below: 5 Days and 15 Minutes
For ages 80 and above:
Disapproved at the LCRO level – 5 Days and 15 Minutes
or
if disapproved at PSA evaluation level – 5 Days and 15 Minutes + turnaround
time of PSA evaluation

66. Delayed Registration of Certificate of Marriage

Applying for delayed registration of Certificate of Marriage at the Local Civil Registry Office.

- Delayed registration is reporting of marriage after fifteen (15) days - if with marriage license, or thirty (30) days - if under Article 34 or P.D. 1083, after the ceremony.

Office or Division:	Local Civil Registry Office (LCRO)
Classification:	Highly Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Contracting parties, nearest kin or immediate family members of the
	contracting parties



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal:	
With Marriage License	
Negative Certification (1 original)	Philippine Statistics Authority (PSA)
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons	Notary Public
(1 original)	
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	, , , , , , ,
Accomplished Mun. Form No. 97 (IP Form	LCR Office, Imam, Tribal Chief
No. 3) (4 original)	
 If contracting parties are IPs or 	
Muslims	
Marriage License (1 set original, 1 set	LCR Office where one or both contracting parties is/are
photocopy)	resident/s
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of	
Trial Court or Church (4 original)	
Registered Pre-Nuptial Agreement, if	Notary public
applicable (1 photocopy)	
Affidavit of the Solemnizing Officer or	Notary Public
Contracting parties (1 original)	
Two (2) documents showing date and place	Government institutions such as PSA, GSIS, Pag-ibig,
of marriage: e.g. birth certificate of children,	Philhealth
insurance, government records	
(1 photocopy each)	
Pictures taken during the ceremony	Contracting Parties, Photo Shop/Studio
(1 original, 1 photocopy)	
Under Article 34	DOA.
Negative Certification (1 original)	PSA LOD Office
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons (1	Notary Public
original)	Trial Court Church Changle Officiation Ministers
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original) - Accomplished and duly notarized	- Notary public
Oath of the Solemnizing Officer found	- Notary public
at the back page	
Accomplished Mun. Form No. 97 (IP Form	LCR Office, Tribal Chief
No. 3) (4 original)	Lott office, Tribal office
	Notary public
- If contracting parties are IPs Duly notarized Affidavit of Co-habitation executed by the contracting parties	Notary public



Contracting parties, Notary public
Contracting parties, Notary public
Notary public
Notary public
Notary Public
Thotaly I dolle
Government institutions such as PSA, GSIS,
Pag-ibig, Philhealth
T ag loig, i filmioaitii
Contracting Parties, Photo Shop/Studio
Contracting Farties, Friete Chep/Clause
PSA
LCR Office
Notary Public
Trotally Fability
Imam
Notary public
LCR Office, Imam
Notary public
Notary Public
Government institutions such as PSA, GSIS, Pag-ibig,
Philhealth
Contracting Parties, Photo Shop/Studio
Officiating minister, solemnizing officer, contracting parties
Bureau of Internal Revenue (BIR), Philippine Postal
Corporation (Post Office), Philippine Statistics



1 photocopy)	Authority (DCA) Copiel Copyrity Cyctom (CCC)
1 photocopy)	Authority (PSA), Social Security System (SSS),
	Government Service Insurance System (GSIS),
	Commission on Election (COMELEC), Land
V 5 10 1 10 1 10 1	Transportation Office (LTO)
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original, 1 photocopy)	DO 4
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons	Notary Public
(1 original)	
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	
Accomplished Mun. Form No. 97 (IP Form	LCR Office, Imam, Tribal Chief
No. 3) (4 original)	
 If contracting parties are IPs or 	
Muslims	
Marriage License (1 set original, 1 set	LCR Office where the one or both of the contracting
photocopy)	parties is a resident
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of	
Trial Court or Church (4 original)	
Registered Pre-Nuptial Agreement, if	Notary public
applicable (1 photocopy)	
Affidavit of the Solemnizing Officer or	Notary Public
Contracting parties (1 original)	
Two (2) documents showing date and place	Government institutions such as PSA, GSIS, Pag-ibig,
of marriage: e.g. birth certificate of children,	Philhealth
insurance, government records	
(1 photocopy each)	
Pictures taken during the ceremony	Contracting Parties, Photo Shop/Studio
(1 original, 1 photocopy)	
Under Article 34	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting
, ,	parties
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (contracting parties) (1 original,	
1 photocopy)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original, 1 photocopy)	, , , , , , , , , , , , , , , , , , , ,
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons	Notary Public
(1 original)	Total j i dono
(i original)	



Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	Thai Gourt, Orlardit, Orlapois, Orliciating Willisters
- Accomplished and duly notarized	- Notary public
Oath of the Solemnizing Officer found	Trotally passion
at the back page	
Accomplished Mun. Form No. 97 (IP Form	LCR Office, Tribal Chief
No. 3) (4 original)	
- If contracting parties are IPs	
Duly notarized Affidavit of Co-habitation	Notary public
executed by the contracting parties (4	
original)	
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of	
Trial Court or Church (4 original)	
Copy of the registered Pre-Nuptial	Notary public
Agreement, if applicable (1 photocopy)	
Affidavit of the Solemnizing Officer or	Notary Public
Contracting parties (1 original)	
Two (2) documents showing date and place	Government institutions such as PSA, GSIS, Pag-ibig,
of marriage: e.g. birth certificate of children,	Philhealth
insurance, government records	
(1 photocopy each)	
Pictures taken during the ceremony	Contracting Parties, Photo Shop/Studio
(1 original, 1 photocopy)	
Under P.D. 1083	
Authorization Letter (1 original)	Imam, contracting parties
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (contracting parties) (1 original)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original)	
Negative Certification (1 original)	PSA
Certificate of No Record (1 original)	LCR Office
Affidavit of 2 Disinterested Persons	Notary Public
(1 original)	
Accomplished Certificate of Marriage	Imam
(4 original)	
- Accomplished and duly notarized	
Oath of the Solemnizing Officer found	
at the back page	Notary public
Accomplished Mun. Form No. 97 (IP Form	LCR Office, Imam
No. 3) (4 original)	
- If contracting parties are Muslims	
Registered Pre-Nuptial Agreement, if	Notary public



applicable (1 photocopy	/)				
Affidavit of the Solemni	,	Notary Public			
Contracting parties (1 o	original)	,			
Two (2) documents showing date and place of marriage: e.g. birth certificate of children,			Government institutions such as PSA, GSIS, Pag-ibig, Philhealth		
insurance, government	records				
(1 photocopy each) Pictures taken during the	no coromony	Contracting Parties	Photo Shon/Stud	dio	
(1 original, 1 photocopy		Contracting rantes	, i noto snop/stac		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the accomplished Certificate of Marriage (COM), and other required documents to the Registration Officer at the LCRO for review	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of payment for Solemnization Fee.	None	11 Minutes	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)	
2. Pay the necessary fees at the City Treasurer's Office.	Issue Official Receipt (OR) for the Solemnization Fee.	 Solemnization Fee – PHP 100 Computerizatio n Fee – PHP 20 	5 Minutes	Teller (CTO)	
3. Present OR to the Registration Officer/ Receiving Clerk at the LCRO.	3. Verify OR, receive and issue claim stub indicating the date and time of release. 3.1 File accepted application for the 10-day posting	None	10 Days	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)	



	period. 3.2 Review and sign the COM.			ROMULO C. TRESVALLES City Civil Registrar (LCRO)
	3.3 Assign/Inscribe registry number to the COM and segregate LCRO and PSA file copies and 2 copies for the solemnizing officer and contracting parties.			MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
4. On the date of release, present claim stub at the Local Civil Registry Office releasing window.	4. Verify the COM being claimed, and issue the two (2) copies of registered COM to the client.	None	1 Minute	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
5. Claim the COM at the LCRO releasing window, and sign the logbook.	5. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
	TOTAL:	Solemnization Fee + Computerization Fee = PHP 120	10 Days and 19 Minutes	



67. Disaster Response and Relief Operations

The Pasay Social Welfare and Development Department responds to emergency and conducts relief operations during crisis situations.

	r=				
Office or Division:	Pasay Social Welfare and Development Department (PSWDD)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	Internally displaced pe	rsons, victim			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE	
None					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the designated Evacuation Center and wait for the release of family card by the PSWDD.	1. Conduct intake interview and issue the family card to the client.	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer Il/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer Il/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge	



			CVDIII C
			SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
			JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
			KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
			JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
			KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
			CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
2. Release the relief assistance to the client.	None	5 Minutes (waiting time for the release of the relief assistance may vary	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge
	assistance to the	assistance to the	assistance to the client. (waiting time for the release of the relief assistance



the coverity of	
the severity of the disaster)	CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
	ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
	JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
	GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
	SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
	JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
	KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
220	JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge



			(San Rafael Unit Office)
			KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
			CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
TOTAL:	None	10 Minutes (excluding	,
		waiting time for	
		the release of	
		relief	
		assistance)	

68. Dissemination of Official Communication and Hotline 8888 Tickets to Concerned Barangay

Pasay City Barangay Bureau facilitates dissemination of official communications from government agencies and internal offices regarding complaints filed against barangay officials.

Office or Division	1:	Pasay City Barang	Pasay City Barangay Bureau (PCBB)		
Classification:		Simple			
Type of Transact	ion:	G2C - Governmer	nt to Citizen		
Who may avail:		Barangay Officials	3		
CHECKLIST O	FRE	QUIREMENTS		WHERE TO S	ECURE
None			None		
CLIENT STEPS	AG	ENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None.	a k r c f	Prepare the memo addressed to concerned parangay re: eceived communications rom government agencies and internal offices.	None	45 Minutes	ANNABEL M. CANQUE Community Affairs Assistant I (PCBB) TERESITA M. SAMSON Administrative Aide IV (PCBB)



	1.1 Sign the memo. 1.2 Prepare copies of the signed memo including the necessary attachments thereof. 1.3 Disseminate the signed memo including the necessary attachments to concerned field staff of PCBB.			MARVIN CAY M. DE MESA Community Affairs Officer I (PCBB) ENRIQUE S. PASCUAL III Community Affairs Officer IV/Officer-in- Charge (PCBB) ANTHONY D. BAUTISTA Administrative Aide I (PCBB) TERESITA M. SAMSON Administrative Aide IV (PCBB)
2. Receive the signed memo including the necessary attachments from the field staff of PCBB.	2. Secure the receiving copy of the signed memo including the necessary attachments and maintain a copy thereof for future file/reference.	None	15 Minutes	RHODA B. CHING Administrative Aide I (PCBB)
	TOTAL:	None	1 Hour	



69. Educational Assistance

The Office of the City Vice Mayor provides educational assistance to currently enrolled Pasay City students.

Office or Division:	Office of the City \	/ice Mayor (OC	Office of the City Vice Mayor (OCVM)			
Classification:	Simple	,				
Type of Transaction:	G2C – Governmer	nt to Citizen				
Who may avail:	High school and C	High school and College Pasayeño students				
CHECKLIST OF F	REQUIREMENTS	1	WHERE TO SEC	URE		
Duly accomplished Ap (1 original):		00)/84				
- Application For		OCVM				
- Information/det		Requesting Pa				
Barangay Clearance/0		Barangay Hall				
Letter Request (1 orig		Requesting Pa				
Valid Government ID (Requesting Party (1 o		DFA, SSS, GS Post Office, Pl	SIS, LTO, Pag-IBI	G, COMELEC,		
Certificate of Eligibility			Welfare Departme	ent		
Welfare and Developr		l asay oodar (Wellare Departine) I		
(1 original)						
Voter's ID Card (for 18	-	COMELEC				
above students) (1 ph						
Grades Certification w		DepEd or CHE	ED Accredited Sch	nools		
above (or 2.5 and abo	<u> </u>					
Students) and with no incomplete, or droppe						
(1 photocopy)	u subjects					
Proof of Enrollment (1	photocopy)	DepEd or CHED Accredited Schools				
Course Curriculum (if			ED Accredited Sch			
from the school (1 pho	-					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit	1. Review and	None	15 Minutes	JUVY B. CELOS		
requirements to	verify			Clerk II		
the Educational	completeness			(OCVM)		
Assistance	of					
Section of the	requirements.					
OCVM.	1.1. Inform the					
	client of the					
	schedule of					



	Releasing of Educational Assistance thru SMS or phone call.			
2. Claim the financial assistance based on the given schedule and venue thereof.	2. Release the financial assistance to the requesting party.	None	2 Hours (includes waiting time)	Releasing Staff (City Treasurer/s Office)
	TOTAL	None	2 Hours and 15 Minutes	

70. Educational Financial Assistance Program-Travel City Scholar Private/Semi Private Schools (New/Renewal)

The Pasay City Barangay Bureau processes application for financial assistance on tuition fees for High School and College Students in Public or Private Schools, Colleges and Universities, provided under City Ordinance No. 5696 Series of 2015.

Office or Division:	Pasay City Barangay Bureau (PCBB)		
Classification:	Simple		
Type of Transaction:	G2C-Governmen	t to Citizen	
Who may avail:	High School and	College Students in Public or Private Schools,	
	Colleges and Uni	versities	
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
NEW APPLICATION			
Principal			
Government Issued Identi	fication Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
(1original, photocopy)		LTO, COMELEC	
Duly Accomplished Applic	ation Form:		
 Form (1 original) 		PCBB	
- Details/information	to be indicated in		
the application form		Applicant	
Barangay Certificate of Residency		Barangay Hall	
(1 original)			
Voter's ID Card (1 photocopy)			
- Guardian/Parents (if I	High School	COMELEC	
Student)			



Children / Amaliana to // Callaga Children	
- Student/Applicant (if College Student)	
Certified True Copy of Grades 80% and	
above (1 photocopy)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Personal letter to the City Mayor	Applicant
(1 original)	
Proof of Enrollment: (1 photocopy)	
(Certificate of Registration [COM], Official	
Receipt [OR], Certificate of Enrollment	
[COE], Certificate of Matriculation [COM])	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Certificate of Eligibility (1 original)	Pasay Social Welfare and Development (PSWD)
Representative:	
Authorization letter (1 original)	Person Represented (Applicant)
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Person Represented (1original,	LTO, COMELEC
photocopy)	
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Representative	LTO, COMELEC
(1original, 1 photocopy)	
Duly Accomplished Application Form:	
- Form (1 original)	PCBB
- Details/information to be indicated in	Person Represented (Applicant)
the application form	
Barangay Certificate of Residency	Barangay Hall
(1 original)	
Voter's ID Card (1 photocopy)	
- Guardian/Parents (if High School	Commission on Floations (COMFLEC)
Student)	Commission on Elections (COMELEC)
- Student/Applicant (if College Student)	
Certified True Copy of Grades 80% and	
above (1 photocopy)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Personal letter to the City Mayor	Person Represented (Applicant)
(1 original)	
Proof of Enrollment: (1 photocopy)	
(Certificate of Registration [COM], Official	
Receipt [OR], Certificate of Enrollment	
[COE], Certificate of Matriculation [COM])	
- High School	DEP-Ed Accredited Schools
<u> </u>	



- College	CHED Accredited Schools/Universities/Colleges
Certificate of Eligibility (1 original)	PSWD
RENEWAL OF APPLICATION	
Principal	
Government Issued Identification Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
(1original, photocopy)	LTO, COMELEC
Duly Accomplished Application Form:	
- Renewal Form (1 original)	PCBB
 Details/information to be indicated in 	
the application form	Person Represented (Applicant)
Certified True Copy of Grades 80% and	
above (1 photocopy)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Proof of Enrollment: (1 photocopy)	
(COR, OR, COE, COM)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges
Representative	
Note:	
Representative during the releasing is at	
the sole discretion of the City Treasurer's	
Office.	
Restriction for any third party	
representative:	
Toprocomative.	
ONLY parent/guardian is allowed as	
representative. Employee of Pasay City	
Hall may be allowed as representative	
provided he/she is first degree relative of	
the student/applicant.	
Authorization letter (1 original)	Person Represented (Applicant)
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Person Represented (1original,	LTO, COMELEC
photocopy)	
Government Issued Identification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
the Representative (1original, 1 photocopy)	LTO, COMELEC
Duly Accomplished Application Form:	
- Renewal Form (1 original)	PCBB
- Details/information to be indicated in	Person Represented (Applicant)
the application form	
Certified True Copy of Grades 80% and	



above (1 photocopy)	
- High School	DEP-Ed Accredited Schools
- College	CHED Accredited Schools/Universities/Colleges

Proof of Enrollment: (1 photocopy)

(COR, OR, COE, COM)

- High School DEP-Ed Accredited Schools

CHED Accredited Schools/Universities/Colleges College **FEES TO PROCESSING** PERSON **CLIENT STEPS AGENCY ACTIONS BE PAID** TIME RESPONSIBLE 1. Submit the 5 Minutes MARCIAL A. 1. Receive and None TUAZON JR. requirements evaluate of Administrative Aide I together with submitted (PCBB) the duly requirements. accomplished **EDWIN B. PALMOS** application Administrative Aide I form to the (PCBB) assigned personnel of RHODERICK L. the PCBB. **PATIO** Administrative Aide I (PCBB) **EVA JEANNETTE** E. GALGAO Administrative Aide I (PCBB) 1.1 Include the ROSANNA M. applicant's name 10 Minutes None CELLE in Travel City Community Affairs Scholar's Official Assistant II/ Supervisor for List. Educational Assistance (PCBB) 1.2 Approve and None 10 Minutes include the name of applicant for payroll.



2. Claim the financial assistance to the assigned personnel of CTO.	2. Release the financial assistance to the client.	None	5 Minutes	Cashier (CTO)
	TOTAL:	None	30 Minutes	

71. Emergency Response Operations

The Pasay City Disaster Risk Reduction and Management Office provides emergency medical services/pre-hospital care to reported emergency cases within the City of Pasay.

Office or Division:	Pasay City Disaster Ris (PCDRRMO)	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)		
Classification:	Classification: Simple			
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
None	,			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial emergency hotline numbers and state concern to the receiver of the call: a. 8551-7777 b. 8833-8512 c. 8556-5516 d. 09054939111 e. 09178005186	1. Accept the call, note the details thereof, and prepare for the dispatch. 1.1 Gather and note the data/details provided by the caller such as: a. Name and contact number of client.	None	2 Minutes	Dispatch Officer (Operations and Warning Division PCDRRMO) Any PCDRRMO Personnel (Operations and Warning Division PCDRRMO)
1.1 Provide the necessary information asked by the receiver of the call.	 b. Nature of illness or mechanism of injury. c. Exact location of the incident 			



	and number of			
	person/s involved.			
	d. Current status of person/s involved.			
	e. Other pertinent information needed.			D: 11 Off:
1. 2 Wait and monitor the response of the PCDRRMO on the incident based	1.2 Dispatch the appropriate response teams and resources.	None	1 Minute	Dispatch Officer (Operations and Warning Division PCDRRMO)
on the provided information thereof.	1.2.1 Prepare necessary protective gears, equipment and supplies needed for	None	1 Minute	Team Leader and Responders (Operations and Warning Division PCDRRMO)
	the incident. 1.3 Response Team to proceed to the location of the incident.	None	5 Minutes	Team Leader, Transport Officer and Responders (Operations and Warning Division PCDRRMO)
2. None	2. Arrive at the scene and survey or assess the situation then identify if the scene calls to:	None	1 Minute	Team Leader, Transport Officer and Responders (Operations and Warning Division PCDRRMO)
	a. "Stay and Play" b. "Load and Go"			
	c. Refusal of Care			
	2. 1 Manage the	None	5 Minutes	Team Leader, Transport Officer



	incident, as needed. 2.1.1 Prepare and accomplish Patient's Chart/s 2.1.2 Provide necessary management pre-hospital care. 2. 3 Transfer the patient to a Health Care Facility. 2.3.1 Make an advance call to the receiving emergency department of the Health Care Facility (HCF) for endorsement.	None	5 Minutes	and Responders (Operations and Warning Division PCDRRMO) Team Leader, Transport Officer and Responders (Operations and Warning Division PCDRRMO)
3. None	3. Endorse the patient to the Triage Nurse/Nurse-on-Duty/Medical Officer-on-Duty of HCF for status/condition and other necessary information of the patient/s.	None	3 Minutes	Team Leader/ Responder (Operations and Warning Division, PCDRRMO)
	3.1 Ensure the patient/s' chart/s is/are signed by attending HCF personnel for confirmation of	None	2 Minutes	Team Leader / Responder (Operations and Warning Division, PCDRRMO)



delivery of care and patient/s endorsement. 3.2 Demobilization of the responders	None	2 Minutes	Team Leader (Operations and Warning Division, PCDRRMO)
TOTAL:	None	27 Minutes	

Note: Response time may vary based on the traffic situation and location of the incident, gravity of injury and other factors which might affect the process thereof.

72. Engineering Permit Application (Excavation Permit)

Owners of residential, commercial, industrial and institutional buildings shall secure Excavation Permit from the City Engineer's Office/Office of the Building Official prior to installation/excavation for the following undertakings:

- 1. MWSS Water Service Connection
- 2. MERALCO, Smart, PLDT, Pole Installation

Office or Division:	City Engineer's Off	City Engineer's Office/Building Official of Pasay City			
Classification:	Complex	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;				
	G2G – Governmen	t to Government			
Who may avail:	All				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
Excavation Permit for	Maynilad Service				
Connection					
Principal:					
Any Valid Government Identification Card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election			



	(COMELEC), Land Transportation Office (LTO)
Endorsement letter (1 original)	Maynilad
Sketch/Location of Site (1 original,	Maynilad
1 photocopy)	
Barangay Clearance (1 original,	Office of the Barangay which has jurisdiction in
1 photocopy)	the area or location of site.
Representative:	
Authorization letter (1 original and	Danasa Danasa arta di (Daildia a Occasa)
1 photocopy)	Person Represented (Building Owner)
Any Valid Government Identification Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
the person represented (Building Owner)	LTO
(1 original)	
Any Valid Government Identification Card of the representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Endorsement letter (1 original)	Maynilad
Sketch/Location of Site (1 original,	Maynilad
1 photocopy)	
Barangay Clearance (1 original,	Office of the Barangay which has jurisdiction in
1 photocopy)	the area or location of site.
Excavation Permit for Maynilad	
Distribution System	
Principal:	
Any Valid Government Identification Card	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
(1 original)	LTO
Endorsement letter (1 original)	Maynilad
Sketch/Location of Site (1 original,	Maynilad
1 photocopy)	
Barangay Clearance (1 original,	Office of the Barangay which has jurisdiction in
1 photocopy)	the area or location of site.
Traffic Clearance, if applicable (1 original,	Pasay Traffic and Parking Management Office
1 photocopy)	, 3
Signed and sealed Detailed Plans	Marcilla I Francisco de la Contra de la Cont
(1 original, 1 photocopy)	Maynilad Engineers and Contractor
Contractor's All Risk Policy Insurance with	Any Insurance Company
Official Receipt (1 original)	Any Insurance Company
Representative:	
Authorization letter (1 original and	Parson Paprosontad (Ruilding Owner)
1 photocopy)	Person Represented (Building Owner)
Any Valid Government Identification Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC,



	T. ==
the person represented (Building Owner) (1 original)	LTO
Any Valid Government Identification Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
the representative (1 original)	LTO
Endorsement letter (1 original)	Maynilad
Sketch/Location of Site (1 original,	Maynilad
1 photocopy)	
Barangay Clearance (1 original,	Office of the Barangay which has jurisdiction in
1 photocopy)	the area or location of site.
Traffic Clearance, if applicable (1 original,	Pasay Traffic and Parking Management Office
1 photocopy)	·
Signed and sealed Detailed Plans	May will all Engines and and Contractor
(1 original, 1 photocopy)	Maynilad Engineers and Contractor
Contractor's All Risk Policy Insurance with	Any Insurance Company
Official Receipt (1 original)	Any insurance company
Meralco, PLDT, Smart/Globe/Sun Pole	
Attachment Installation	
Principal:	
Any Valid Government Identification Card	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
(1 original)	LTO
Endorsement letter (1 original)	Meralco, PLDT, Smart/Globe/Sun
Sketch/Location of Site (1 original,	Meralco, PLDT, Smart/Globe/Sun
1 photocopy)	
Barangay Clearance (1 original,	Office of the Barangay which has jurisdiction in
1 photocopy)	the area or location of site.
Traffic Clearance, if applicable (1 original,	Pasay Traffic and Parking Management Office
1 photocopy)	
Signed and sealed Detailed Plans	Engineers of the Service Provider
(1 original, 1 photocopy) Contractor's All Risk Policy Insurance with	-
	Any Insurance Company
Official Receipt (1 original)	
Representative:	
Authorization letter (1 original and 1 photocopy)	Person Represented (Building Owner)
Any Valid Government Identification Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
the person represented (Building Owner)	LTO
(1 original)	
Any Valid Government Identification Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
the representative (1 original)	LTO



Endorsement letter (1 original)		Meralco, PLD	T, Smart/Globe/S	un
Sketch/Location of Site (1 original,		Meralco, PLD	T, Smart/Globe/S	un
1 photocopy)				
Barangay Clearance (1	original,	Office of the	Barangay which	has jurisdiction in
1 photocopy)		the area or lo	cation of site.	
Traffic Clearance, if app	olicable (1 original,	Pasay Traffic	and Parking Man	agement Office
1 photocopy)				
Signed and sealed Deta (1 original, 1 photocopy		Engineers of the Service Provider		der
Contractor's All Risk Po	licy Insurance with	Any Incurance	o Company	
Official Receipt (1 origin	nal)	Any Insuranc	e Company	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1. Receive and	None	15 Minutes	ENGR.
complete	evaluate			SALVADOR T.
requirements to	submitted			VILLARIN III
Room 315 (Office	application			Engineer IV
of the City	together with the			(OSSCPAS,
Engineer)	complete			CEO/OBO)
	requirements			

requirements to Room 315 (Office of the City Engineer)	submitted application together with the complete			VILLARIN III Engineer IV (OSSCPAS, CEO/OBO)
	requirements.			or
	1.1 Inform the client about the schedule of inspection.			ENGR. JERSON VINCENT T. TECSON Engineer I (OSSCPAS, CEO/OBO)
1.1 Be available during the inspection.	1.2 Conduct Site Inspection based on the availability of the applicant, accomplish	None	3 Days	ENGR. SALVADOR T. VILLARIN III Engineer IV (OSSCPAS, CEO/OBO)
	assessment form, and			or
	encode fees in the system.			ENGR. JERSON VINCENT T. TECSON



				Engineer I (OSSCPAS, CEO/OBO)
	1.2.1 Prepare Inspection Report, review and approve assessment form.	None	3 Days	ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building Official, (CEO/OBO)
				ENGR. CARL BENEDICT A. CABANSAG Engineer III (OSSCPAS, CEO/OBO)
1.3 Claim Order of Payment at the Building Permit One Stop Shop	1.3 Issue Order of Payment together with Excavation	None	15 Minutes	ENGR. SALVADOR T. VILLARIN III Engineer IV (OSSCPAS, CEO/OBO)
(BPOSS) .	Permit signed by Inspector and City Engineer.			or ENGR. JERSON VINCENT T. TECSON Engineer I (OSSCPAS, CEO/OBO)
2. Pay required amount of fees at the BPOSS.	Issue the Official Receipt.	PF + EPF + RD + MD	5 Minutes	Cashier (OSSCPA)
Proceed to releasing area and claim the approved	Assign excavation number and	None	10 Minutes	ENGR. SALVADOR T. VILLARIN III



Excavation Permit.	Release			Engineer IV,
	Excavation			(OSSCPAS,
	Permit.			CEO/OBO)
				or
				ENGR. JERSON
				VINCENT T.
				TECSON
				Engineer I,
				(OSSCPAS,
				CEO/OBO)
	TOTAL	PF + EPF +	6 Days and	
	IOTAL	RD + MD	45 Minutes	

*Legend: PF (Processing Fee) + EPF (Excavation Permit Fee) + RD (Restoration Deposit) + MD (Maintenance Deposit)

SCHEDULE OF FEES

1. Processing Fee (PF)

For House and Pole Connection	PHP 300.00		
For all other excavations	PHP 500.00		

2. Excavation Permit Fee (EPF)

Underground Utility Lines					
For a maximum width of trench of 0.50 m.					
First 50 linear meter length of excavation and below	PHP 500.00				
Over 50 linear meter length of excavation	PHP 15.00/l.m.				
For road concreting/blocking and asphalt pavement	PHP 6.25/sq.m.				
For installation of wooden/concrete Utility poles	PHP 100.00/pole				
In excess of 0.50 m. width of trench	PHP 20.00/l.m.				

3. Restoration Deposit (RD)

a. Concrete Pavement	Per square meter of fraction thereof		
a.1) 9" thickness	PHP 950.00		



a.2) 8" thickness	PHP 863.00
a.3) 7" thickness	PHP 784.00
a.4) 6" thickness	PHP 712.00
a.5) 4" thickness	PHP 588.00
b. Asphalt Pavement	PHP 520.00
c. Macadam Pavement	PHP 400.00
d. Curb and Gutter	PHP 400.00
e. Concrete Pavement	PHP 588.00

4. Maintenance Deposit (MD)

a. Concrete Pavement	Per square meter of fraction thereof
a.1) 9" thickness	PHP 238.00
a.2) 8" thickness	PHP 216.00
a.3) 7" thickness	PHP 196.00
a.4) 6" thickness	PHP 178.00
a.5) 4" thickness	PHP 147.00
b. Asphalt	PHP 130.00
c. Macadam Pavement	PHP 50.00
d. Curb and Gutter	PHP 100.00
e. Concrete Pavement	PHP 588.00

73. Enrollment of New Students under BS Nursing Course

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the BS-Nursing course for the 1st & 2nd Semesters of every Academic Year.

Pasay City Residents:

Office or Division:	City University of F	Pasay (CUP)	
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All Pasay City residents, considered as new students who passed the		
	entrance examination under the BS Nursing course for the 1st & 2nd		
	Semesters of every Academic Year.		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		WHERE TO SECURE	
F138/F137 or Transcript of Records (TOR)		Last Attended DEP-Ed or CHED Accredited	
(1 original)	School		
Barangay Clearance (1 original)			



Voter's ID Card or Voter' (1 photocopy)	s Certificate	COMELEC NO	CR 4th District	
2x2 colored ID picture (4 pcs.)		From any Photo Shop		
- `	Certificate of Good Moral Character		DEP-Ed or CHE	O Accredited
(1 original)		School		
Birth Certificate (1 photo	copy)	Philippine Sta	tistics Authority (F	PSA)
Medical Exam Result (1	original)	, ,	•	other Department
	4.0=1101/	of Health (DOH) Accredited Hospitals or Clinics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2. Proceed to Pasay City General Hospital (PCGH) or any DOH accredited hospitals or clinics for the Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	Physician in- Charge (PCGH) or Physician in- Charge (DOH Accredited Hospital or Clinic)
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook 3.1 Present your COM to the assigned	3. Prepare the lists of class sections and the corresponding students' names for each section.3.1 Approve and sign the COM after checking	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)



porconnol	the data written			
personnel				
thereat, for	thereto.			
checking and				
approval of the				
College Dean.	4 5 14	N. I	40.14	IEDD) (A
4. Proceed to Room	4. Record the	None	10 Minutes	JERRY A.
307 for the	students'			VILLANUEVA
enlistment of your	names,			Assistant Professor
name in the	courses, year			I/P.E. and NSTP
National Service	levels and			Director
Training Program	sections who			(CUP)
(NSTP) class or the	enrolled in the			
Reserve Officer	NSTP or ROTC			
Training Corps	class.			
(ROTC), and				
secure your class				
schedule thereof.				
5. Proceed to Central	5. Issue Official	PHP 100	5 Minutes	Central Student
Student Council	Receipt (OR) to			Council
(CSC) Office for	the student after			President
payment of CSC	receipt of CSC			(CUP)
Membership Fee.	Membership Fee			
	payment.			
6. Proceed to the Office	6. Issue the	None	5 Minutes	PROF. KENNETH
of Student Affairs	needed form to			NYL C. ORESCO
(OSA) for the	be used by the			Guidance Services
issuance of Financial	student for			Specialist II/Dean
Assistance Form.	financial			(Office of Student
	assistance.			Affairs, CUP)
7. Proceed to the CUP	7. Encode all the	None	5 Minutes	CATHERINE M.
Computer	necessary			SUMALDE
Laboratory for the	information			Administrative
assessment of	in the Student's			Assistant IV
tuition fees.	COM; then,			(Computer
	issue the			Laboratory,
	corresponding			CUP)
	printout of			
	assessment of			
	fees.			
8. Proceed to the CUP	8. Issue Official	PHP 150	2 Minutes	JAIME C. DILIG
		240		JR.



Cashier's Office for the payment of	Receipt (OR) to the student.	per Unit		Revenue Collection Clerk II Cashier
tuition fees.				(CUP)
9. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	9. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 9.1 Issue the corresponding number of class cards to the students.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
10. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	10. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
	TOTAL:	CSC Membership Fee: PHP 100 + PHP 150.00/unit	3 Days and 55 Minutes	



=	
N (tuition	
fees,	
excluding medical	
medical	
exam fees)	

	Non-Pasay City Residents:				
Office or Division:	City University of Pa	say (CUP)			
Classification:	Complex				
Type of Transaction:	G2C – Government				
Who may avail:	All Non-Pasay City r	esidents, consi	dered as new stud	dents who passed	
	the entrance examin	nation under the	BS-Nursing cour	se for the 1st & 2nd	
	Semesters of every	Academic Year	•		
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
F138/F137 or Transcript	of Records (TOR)	Last Attended	DEP-Ed or CHED	Accredited	
(1 original)		School			
Certificate of Good Moral				O Accredited	
(1 original)	School				
Honorable Dismissal (1 o) Accredited		
Dinth Contificate (4 - 1-1-1-	School Philipping Statistics Authority (PSA))C	
Birth Certificate (1 photoc	• • •	Philippine Statistics Authority (PSA)			
Medical Exam Result (1 o	· · · · · · · · · · · · · · · · · · ·		other DOH		
	Accredited Hospitals or Clinics				
	ACENCY	FFFC TO		DEDCOM	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON RESPONSIBLE	
	ACTIONS	BE PAID	PROCESSING TIME	RESPONSIBLE	
Submit complete	ACTIONS 1. Check the		PROCESSING		
Submit complete requirements to the	ACTIONS 1. Check the completeness	BE PAID	PROCESSING TIME	RESPONSIBLE MARIO L.	
Submit complete	ACTIONS 1. Check the	BE PAID	PROCESSING TIME	RESPONSIBLE MARIO L. CASTELO	
Submit complete requirements to the assigned personnel	ACTIONS 1. Check the completeness and veracity of submitted requirements,	BE PAID	PROCESSING TIME	RESPONSIBLE MARIO L. CASTELO Administrative Officer I	
Submit complete requirements to the assigned personnel at the CUP	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a	BE PAID	PROCESSING TIME	RESPONSIBLE MARIO L. CASTELO Administrative	
Submit complete requirements to the assigned personnel at the CUP	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a New	BE PAID	PROCESSING TIME	RESPONSIBLE MARIO L. CASTELO Administrative Officer I (Registrar's	
Submit complete requirements to the assigned personnel at the CUP	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a New Certification of	BE PAID	PROCESSING TIME	RESPONSIBLE MARIO L. CASTELO Administrative Officer I (Registrar's Office,	
Submit complete requirements to the assigned personnel at the CUP	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation	BE PAID	PROCESSING TIME	RESPONSIBLE MARIO L. CASTELO Administrative Officer I (Registrar's Office,	
Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	BE PAID None	PROCESSING TIME 10 Minutes	RESPONSIBLE MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)	
Submit complete requirements to the assigned personnel at the CUP Registrar's Office. Proceed to Pasay	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM). 2. Wait for the	None Medical	PROCESSING TIME	RESPONSIBLE MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP) Physician in-	
Submit complete requirements to the assigned personnel at the CUP Registrar's Office. Proceed to Pasay City General Hospital	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM). 2. Wait for the submission of	BE PAID None	PROCESSING TIME 10 Minutes	RESPONSIBLE MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP) Physician in- Charge	
1. Submit complete requirements to the assigned personnel at the CUP Registrar's Office. 2. Proceed to Pasay City General Hospital (PCGH) or any DOH	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM). 2. Wait for the submission of result of medical	None Medical	PROCESSING TIME 10 Minutes	RESPONSIBLE MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP) Physician in-	
Submit complete requirements to the assigned personnel at the CUP Registrar's Office. Proceed to Pasay City General Hospital	ACTIONS 1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM). 2. Wait for the submission of	None Medical	PROCESSING TIME 10 Minutes	RESPONSIBLE MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP) Physician in- Charge	



Medical Examination.				Physician in-
Medical Examination.				Charge
				(DOH Accredited
				Hospital or Clinic)
3. Proceed to BS	3. Prepare the			IRIS C.
Nursing College	lists of class			CASTILLON
Dean's Office, and	sections and			Associate
record your year and	the			Professor II/
section in the Dean's	corresponding			College Dean
Logbook.	students'			(College of
	names for each			Nursing and
	section.	None	10 Minutes	Midwifery,
3.1 Present your		None	TO Milliates	CUP)
COM to the	3.1 Approve and			
assigned	sign the COM			
personnel	after checking			
thereat, for	the data written			
checking and	thereto.			
approval of the				
College Dean.				
4. Proceed to Room	4. Record the	None	10 Minutes	JERRY A.
307 for the	students' names,			VILLANUEVA Assistant
enlistment of your	courses, year levels and			Professor I/
name in the National	sections who			P.E. and NSTP
Service Training	enrolled in the			Director
Program (NSTP)	NSTP or ROTC			(CUP)
class or The Reserve	class.			,
Officer Training	0.000			
Corps (ROTC), and				
secure your class				
schedule thereof.			_	
5. Proceed to Central	5. Issue Official	PHP 100	5 Minutes	Central Student
Student Council	Receipt (OR) to			Council
(CSC) Office for	the student after			President (CUP)
payment of CSC	receipt of CSC			(CUP)
Membership Fee.	Membership Fee			
	payment.			
6. Proceed to the CUP	6. Encode all the	None	5 Minutes	CATHERINE M.
Computer	necessary			SUMALDE



Laboratory for the assessment of tuition fees.	information in the Student's COM; then, issue the corresponding printout of assessment of fees.			Administrative Assistant IV (Computer Laboratory, CUP)
7. Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue Official Receipt (OR) to the student.	PHP450 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
8. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	8. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the corresponding number of class cards to the student.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
9. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	9. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery



			CUP)
	CSC Membership Fee: PHP 100	3 Days and 50 Minutes	
TOTAL:	PHP 450/unit		
	=		
	N (tuition fees,		
	excluding medical		
	exam fees)		

74. Enrollment of New Students under Master's Degree and Law Courses

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the Master's Degree and Law courses for the 1st& 2nd Semesters of every Academic Year.

Office or Division:	City University of I	City University of Pasay (CUP)			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	All College Gradua	All College Graduates, considered as new students who passed the			
	entrance examination under the Master's Degree and Law for the 1st &				
	2 nd Semesters of every Academic Year.				
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
Transcript of Records	(TOR) (1 original)	From the Last Attended CHED Accredited			
		School/College/University			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CEIEITI STEI S	ACTIONS	BE PAID	TIME	RESPONSIBLE	
 Present TOR to 	1. Check the	None	10 Minutes	MARIO L. CASTELO	
the assigned	completeness			Administrative	
personnel at the	and veracity of			Officer I	
CUP Registrar's	submitted TOR				
Office.	and issue a New			CUP)	
	Certification of				



	Matriculation (COM).			
2. Proceed to CUP respective Dean's Office, and record your year and section in the Dean's Logbook.	2. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ Dean (Juris Doctor/Law, CUP)
2.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	2.1 Approve and sign the COM after checking the data written thereto.			DR. ROMULO E. NAVARRA Dean (Graduate Studies, CUP)
3. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	3. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
4. Proceed to the CUP Cashier's Office for the payment of tuition fees.	4. Issue Official Receipt (OR) to the student.	MAED, MPG, TCP = PHP 350 per unit JD/Law = PHP 450 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
5. Present Official Receipt (OR) together with	5. Stamp "Enrolled" and "T" ("T" means	None	3 Minutes	MARIO L. CASTELO Administrative Officer I



		1	T		(m. 1.1. 1. 2.2)
	COM to the	that the			(Registrar's Office,
	assigned	information in			CUP)
	personnel of CUP	the COM has			
	Registrar's Office.	been noted and			
		recorded) on			
		the presented			
		COM; after			
		which, return it			
		to the student.			
		5.1 Issue the			
		corresponding			
		number of			
		class cards to			
		the students.			
6	Submit COM	6. Receive and	None	5 Minutes	ATTY.SEVERO C.
0.	Dean's Copy to	secure the	140110	o minates	MADRONA JR.
	the CUP	COM for future			City Legal
	concerned	file/reference;			Officer II/
	Dean's Office.	and advise the			Dean
		student to			(Juris Doctor/Law,
		return on class			CUP)
		opening.			,
		opormig.			DR. ROMULO E.
					NAVARRA
					Dean
					(Graduate Studies,
		TOTAL:	MACD	25 Minutes	CUP)
		IOIAL:	MAED,	35 Minutes	
			MPG, TCP =		
			PHP		
			350/unit		
			JD/Law =		
			PHP		
			450/unit		
			1		

Legend:

MAED – Master in EducationMPG – Master in Public Governance



TCP – Teaching Certificate Program **JD** – Juris Doctor

75. Enrollment of New Students

The City University of Pasay processes the enrollment of new students who passed the entrance examination under the university courses for the 1st & 2nd Semesters of every Academic Year.

Pasay City Residents:

Office or Division:	City University of F	City University of Pasay (CUP)			
Classification:	Simple				
Type of Transaction:	G2C – Governmer				
Who may avail:	Pasay City resider				
	entrance examina			for the 1st & 2nd	
	Semesters of ever	y Academic Ye			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
Form 138/137 or Transo	ript of Records		DEP-Ed or CHE	D Accredited	
(1 original)		School			
Barangay Clearance (1 original)		Barangay Hal	II		
Voter's ID Card or Voter (1 photocopy)	's Certificate	COMELEC N	CR 4th District		
2x2 colored ID picture (4 pcs.)		From any Photo Shop/Centre			
Certificate of Good Mora (1 original)	Certificate of Good Moral Character		Last Attended DEP-Ed or CHED Accredited School		
Birth Certificate					
(1 photocopy)		Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit complete	 Check the 	None	10 Minutes	MARIO L.	
requirements to	completeness			CASTELO	
the assigned	and veracity of			Administrative	
personnel at the	submitted			Officer I	
CUP Registrar's	requirements,			(Registrar's Office,	
Office.	and issue a New			CUP)	
	Certification of				
	Matriculation				
	(COM).				
2. Proceed to CUP of	2. Prepare the	None	10 Minutes	ENGR. MARCOS	



concerned College Dean's Office, and record your year and section in the Dean's Logbook.	lists of class sections and the corresponding students' names for each section.	B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP)
2.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	2.1 Approve and sign the COM after checking the data written thereto.	ATTY.SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP)
		DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP)
		DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer Technology, CUP)
		PROF. MELVIN M. CRISOSTOMO Assistant Professor



				I/College Dean
				(College of
				Education,
				CUP)
3. Proceed to Room	3. Record the	None	10 Minutes	JERRY A.
307 for the	students'			VILLANUEVA
enlistment of your	names,			Assistant Professor
name in the	courses, year			I/P.E. and NSTP
National Service	levels and			Director
Training Program	sections who			(CUP)
(NSTP) class or	enrolled in the			
the Reserve	NSTP or ROTC			
Officer Training	class.			
Corps (ROTC),	oldoo.			
and secure your				
class schedule				
thereof.				
4. Proceed to	4. Issue Official	PHP 100	5 Minutes	Central Student
Central Student		PHP 100	5 Minutes	Council
	Receipt (OR) to			President
Council (CSC)	the student after			(CUP)
Office for payment	receipt of CSC			(COF)
of CSC	Membership Fee			
Membership Fee.	payment.	N 1	- N. (DDOE KENNETH
5. Proceed to the	5. Issue the	None	5 Minutes	PROF. KENNETH
Office of Student	needed form to			NYL C. ORESCO
Affairs (OSA) for	be used by the			Guidance Services
the issuance of	student for			Specialist II/Dean
Financial	financial			(Office of Student
Assistance Form.	assistance.			Affairs, CUP)
6. Proceed to the	6. Encode all the	None	5 Minutes	CATHERINE M.
CUP Computer	necessary			SUMALDE
Laboratory for the	information			Administrative
assessment of	in the Student's			Assistant IV
tuition fees.	COM; then,			(Computer
	issue the			Laboratory,
	corresponding			CUP)
	printout of			
	assessment of			
	fees.			
7. Proceed to the	7. Issue Official	ACT, BSBA,	2 Minutes	JAIME C. DILIG JR.
		,		Revenue Collection



CUP Cashier's	Receipt (OR) to	BPG, BSE,		Clerk II
Office for the	the student.	BSOA,		Cashier
payment of tuition		BEED,		(CUP)
fees.		BPA –		
		PHP 100		
		per unit		
8. Present Official	8. Stamp	None	3 Minutes	MARIO L.
Receipt (OR)	"Enrolled" and			CASTELO
together with COM	"T" ("T" means			Administrative
to the assigned	that the			Officer I
personnel of CUP	information in			(Registrar's Office,
Registrar's Office.	the COM has			CUP)
	been noted and			
	recorded) on			
	the presented			
	COM; after			
	which, return it			
	to the student.			
	8.1 Issue the			
	corresponding			
	number of class			
	cards to the			
9. Submit the COM	students. 9. Receive and	None	5 Minutes	ENGR. MARCOS
Dean's Copy to	secure the COM	None	5 Milliules	B. GERONGA
concerned Dean's	for future			Associate Professor
Office.	file/reference;			II/College Dean
Office.	and advise the			(College of Arts and
	student to return			Sciences,
	on class			CUP)
	opening.			,
	· · · · · · · · · · · · ·			ATTY. SEVERO C.
				MADRONA JR.
				City Legal
				Officer II/
				College Dean
				(College of
				Business



			Administration, CUP) or DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP)
			DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer Technology, CUP)
			PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)
	CSC Membership Fee = PHP 100	55 Minutes	
TOTAL:	+ PHP 100/unit		
	=		



N (Tuition	
Fees)	

Office or Division:	City University of F	City University of Pasay (CUP)			
Classification:	Simple	,			
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Non-Pasay City re the entrance exam 2 nd Semesters of e	nination under tl	he university cour		
CHECKLIST OF RE			WHERE TO SEC	URE	
F138/F137 or TOR (1 or	ginal)	Last Attended School	DEP-Ed or CHEE	O Accredited	
Barangay Clearance (1 o	original)	Barangay Hall			
2x2 colored ID picture (4	pcs.)	From any Pho	to Shop		
Certificate of Good Mora (1 original)	l Character	Last Attended School	DEP-Ed or CHEE	O Accredited	
Birth Certificate (1 photo	copy)	Philippine Sta	tistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)	
2. Proceed to CUP concerned College Dean's Office, and record your year and section in the Dean's Logbook. 2.1 Present your	2. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP)	



COM to the assigned personnel thereat, for checking and approval of the College Dean.	2.1 Approve and sign the COM after checking the data written thereto.			ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP)
				or
				DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP)
				DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer Technology, CUP)
				PROF. MELVIN M. CRISOSTOMO
				Assistant Professor
				I/College Dean
				(College of
				Education, CUP)
3. Proceed to Room	3. Record the	None	10 Minutes	JERRY A.



307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.			VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)
4. Proceed to Central Student Council (CSC) Office for paymen of CSC Membership Fee.	4. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
5. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	5. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
6. Proceed to the CUP Cashier's Office for the payment of tuition fees.	6. Issue Official Receipt (OR) to the student.	ACT, BSBA, BPG, BSE, BSOA, BEED = PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
7. Present Official Receipt (OR) together with COM	7. Stamp "Enrolled" and "T" ("T" means	None	3 Minutes	MARIO L. CASTELO Administrative



_	<u>.</u>		Г	T
to the assigned	that the			Officer I
personnel of CUP	information in			(Registrar's
Registrar's Office.	the COM has			Office,
	been noted and			CUP)
	recorded) on			
	the presented			
	COM; after			
	which, return it			
	to the student.			
	to the student.			
	7.1 Issue the			
	corresponding			
	number of class			
	cards to the			
	students.			
8. Submit the COM	8. Receive and	None	5 Minutes	ENGR. MARCOS
Dean's Copy to	secure the COM			B. GERONGA
concerned	for future			Associate
College Dean's	file/reference;			Professor
Office.	and advise the			II/College Dean
	student to return			(College of Arts
	on class			and Sciences,
	opening.			CUP)
				ATTV 05\(\(\)500
				ATTY. SEVERO
				C. MADRONA JR.
				City Legal
				Officer II/
				College Dean
				(College of
				Business
				Administration,
				CUP)
				or
				DR. LEDOVINO
				A. MACAYAN
				Associate Dean
				(College of
				Business
				Dusiness



 <u>, </u>			
			Administration,
			CUP)
			DR. MARIBEL R.
			GABUAT
			Assistant
			Professor
			I/College Dean
			(College of Office
			Administration
			and Computer
			Technology,
			CUP)
			PROF. MELVIN
			M.
			CRISOSTOMO
			Assistant
			Professor
			I/College Dean
			(College of
			Education,
			CUP)
<u>I</u>	CSC	50 Minutes	,
	Membership		
	Fee:		
	PHP 100		
	+		
TOTAL:	DUD		
	PHP		
	150/unit		
	=		
	N (Tuition		
	Fees)		
	,		

Legend:

ACT – Associate in Computer Technology



BSBA – Bachelor of Science in Business Administration

BPG – Bachelor in Public Governance

BSE – Bachelor in Secondary Education

BSOA – Bachelor of Science in Office Administration

BEED – Bachelor in Elementary Education

76. Enrollment of Old Students under BS Nursing Course

The City University of Pasay processes the enrollment of former, returning, and re-enrollee students under the BS Nursing course for the 1st & 2nd Semesters of every Academic Year.

Office or Division:		City University of Pasay (CUP)			
Classification:		Simple			
Type of Transaction	:	G2C – Governmer	nt to Citizen		
Who may avail: Pasay City reside		Pasay City resider	nts, considered	as former, returni	ng, and re-
		enrollee students (under the BS N	ursing course for	the 1 st & 2 nd
		Semesters of ever			
CHECKLIST OF				WHERE TO SEC	URE
Completely Signed C (1 original)	leara	ance	CUP Cashier's	s Office	
CLIENT STEPS	AG	SENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present completely signed clearance to the assigned personnel at the CUP Registrar's Office	; ; ; ;	Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2. Proceed to Pasay City General Hospital (PCGH) or any DOH Accredited hospital or clinic for the Medical Examination.	;	Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	Physician in- Charge (PCGH) or Physician in- Charge (DOH Accredited



				Hospital or Clinic)
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook.	3. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery,
3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3.1 Approve and sign the COM after checking the data written thereto.			CUP)
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)
5. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
6. Proceed to the Office of	6. Issue the needed form to be used by	None	5 Minutes	PROF. KENNETH NYL C. ORESCO



Student Affairs (OSA) for the issuance of Financial Assistance Form.	the student for financial assistance.			Guidance Services Specialist II/Dean (Office of Student Affairs, CUP)
7. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	7. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
8. Proceed to the CUP Cashier's Office for the payment of tuition fees.	8. Issue Official Receipt (OR) to the student's.	PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
9. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	 9. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 9.1 Issue the corresponding number of class cards to the students. 	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
10. Submit the COM	10. Receive and	None	5 Minutes	IRIS C.
Dean's Copy to BS Nursing College Dean's	secure the COM for future file/reference,		3	CASTILLON Associate Professor II/



Office.	and advise the student to return on class opening.			College Dean (College of Nursing and Midwifery, CUP)
	TOTAL:	CSC Membership Fee: PHP 100 + PHP 150/unit = N (Tuition Fees, excluding medical exam fees)	3 days and 47 Minutes	

Office or Division:	City Univer	sity of F	Pasay (CUP)		
Classification:	Simple				
Type of Transaction	G2C – Gov	ernmer	nt to Citizen		
Who may avail:	ho may avail: Non-Pasay City residents, considered as former,				
	enrollee stu	enrollee students under the BS Nursing course for the 1 st & 2 nd			the 1 st & 2 nd
		Semesters of every Academic Year.			
CHECKLIST OF	REQUIREMENT	S	WHERE TO SECURE		
Completely Signed Cl	Signed Clearance (1 original) CUP Cashier's Office				
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present completely signed clearance to the assigned personnel at the CUP Registrar's	1. Check the completenes veracity of submitted clearance, a issue a New	nd	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office,
					CUP)



Office.	Certification of Matriculation (COM).			
2. Proceed to Pasay City General Hospital (PCGH) or any DOH Accredited hospital or clinic for the Medical Examination.	2. Wait for the submission of result of medical examination by the applicants.	Medical Exam Fees	3 Days	Physician in- Charge (PCGH) or Physician in- Charge (DOH Accredited Hospital or Clinic)
3. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook	3. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery,
3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3.1 Approve and sign the COM after checking the data written thereto.			CUP)
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)



5. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV Computer Laboratory (CUP)
7. Issue Official Receipt (OR) to the student's.	PHP 450 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
8. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the corresponding number of class cards to the	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	Receipt (OR) to the student after receipt of CSC Membership Fee payment. 6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees. 7. Issue Official Receipt (OR) to the student's. 8. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the corresponding number of class	Receipt (OR) to the student after receipt of CSC Membership Fee payment. 6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees. 7. Issue Official Receipt (OR) to the student's. 8. Stamp "Enrolled" And "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the corresponding number of class cards to the	Receipt (OR) to the student after receipt of CSC Membership Fee payment. 6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees. 7. Issue Official Receipt (OR) to the student's. 8. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the corresponding number of class cards to the



9. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	9. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
	TOTAL:	CSC Membership Fee: PHP 100 + PHP 450/unit = N (Tuition Fees, excluding medical exam fees)	3 Days and 42 Minutes	

77. Enrollment of Old Students under Master's Degree and Law Courses

The City University of Pasay processes the enrollment of former, returning, and re-enrollee Students of CUP under the Master's Degree and Law courses for the 1st & 2nd Semesters of every Academic Year.

Office or Division:	City University of F	Pasay (CUP)	
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Former, returning, and re-enrollee students of CUP under the		
	Master's Degree and Law courses for the 1 st & 2 nd Semester of		
	every Academic Year.		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Completely Signed Cleara	nce (1 original)	CUP Cashier's Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
Present completely signed clearance to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	TIME 2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
 Proceed to CUP respective Dean's Office, and record your year and section in the Dean's Logbook. Present your COM to the assigned personnel thereat, for checking and approval of the College Dean. 	 2. Prepare the lists of class sections and the corresponding students' names for each section. 2.1 Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ Dean (Juris Doctor/ Law, CUP) DR. ROMULO E. NAVARRA Dean (Graduate Studies, CUP)
3. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	3. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	3 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
4. Proceed to the CUP Cashier's Office for the payment of tuition fees.	4. Issue Official Receipt (OR) to the student's.	MAED, MPG, TCP = PHP 350/unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)



		JD/Law = PHP 450/unit		
5. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	 5. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 5.1 Issue the corresponding number of class cards to the students. 	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
6. Submit COM Dean's Copy to the CUP Respective Dean's Office.	6. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ Dean (Juris Doctor/ Law, CUP) DR. ROMULO E. NAVARRA Dean
				(Graduate Studies, CUP)
	TOTAL:	MAED, MPG, TCP = PHP 350/unit JD/Law =	24 Minutes	



PHP 450/unit	

Legend:

MAED - Master of Arts in Education

MPG - Master in Public Governance

TCP - Teaching Certificate Program

JD – Juris Doctor

78. Enrollment of Old Students

The City University of Pasay processes the enrollment of former, returning, and re-enrollee students under the university courses for the 1st & 2ndSemesters of every Academic Year.

Office or Division:	City University of Pasay (CUP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasay City residents, considered as former, returning, and re- enrollee students under the university courses course for the 1 st & 2 nd Semesters of every Academic Year.

CHECKLIST OF	WHERE TO SECURE			
Completely Signed Cle	Completely Signed Clearance (1 original)		r's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present completely signed clearance to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
Proceed to CUP concerned College Dean's Office, and record your year and	2. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/ College Dean



	1		
section in the		(College of Ar	
Dean's Logbook.	2.1 Approve and	and Sciences	3.
	sign the COM	CUP)	
2.1 Present your	after checking		
COM to the	the data written	ATTY. SEVERO	OC.
	thereto.	MADRONA JI	R.
assigned		City Legal	
personnel		Officer II/	
thereat, for		College Deal	n
checking and		(College of	
approval of the		Business	
College Dean.		Administration	n
Conogo Boarn.			11,
		CUP)	
		or	
		DR. LEDOVING	٦Δ
		MACAYAN	
		Associate Dea	
		(College of	
		Business	
		Administration	n,
		CUP)	
		DR. MARIBEL	R
		GABUAT	١٨.
		Assistant Profes	ccor
		I/College Dea	
		(College of Off	
		Administration a	
			anu
		Computer	
		Technology,	,
		CUP)	
		PROF. MELVIN	
		CRISOSTOM	
		Assistant Profes	
		I/College Dea	
		(College of	
		Education,	
		CUP)	



3.	Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	3. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/P.E. and NSTP Director (CUP)
4.	Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	4. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
5.	Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	5. Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	PROF. KENNETH NYL C. ORESCO Guidance Services Specialist II/Dean (Office of Student Affairs, CUP)
6.	Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	3 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
7.	Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue OR to the student.	PHP 100 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)



8. Present OR together with COM to the assigned personnel of CUF Registrar's Office		None	2 Minutes	MARIO L. CASTELO Administrative Officer I/ (Registrar's Office, CUP)
9. Submit the COM Dean's Copy to concerned College Dean's Office.	9. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/ College Dean (College of Arts and Sciences. CUP) ATTY.SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP) or DR. LEDOVINO A. MACAYAN Associate Dean



·			
			(College of
			Business
			Administration,
			CUP)
			. ,
			DR. MARIBEL R.
			GABUAT
			Assistant Professor
			I/College Dean
			(College of Office
			Administration and
			Computer
			Technology,
			CUP)
			PROF. MELVIN M.
			CRISOSTOMO
			Assistant Professor
			I/College Dean
			(College of
			Education,
			CUP)
	CSC	44 Minutes	,
	Member-		
	ship Fee:		
	PHP 100		
	וויייייייייייייייייייייייייייייייייייי		
	+		
TOTAL:			
	PHP		
	100/unit		
	=		
	N (Tuition		
	Fees)		
	. 555,		

Office or Division:	City University of Pasay (CUP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:

Non-Pasay City residents, considered as former, returning, and reenrollee students under the university courses for the 1st & 2nd

Semesters of every Academic Year.

Semesters of every Academic Year.				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Completely Signed C	learance (1 original)	CUP Cashie	er's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present fully signed clearance to the assigned personnel at the CUP Registrar's Office	1. Check the completeness and veracity of submitted clearance, and issue a New Certification of Matriculation (COM).	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
 Proceed to CUP respective College Dean's Office, and record your year and section in the Dean's Logbook. Present your COM to the assigned personnel thereat, for checking and approval of the College Dean. 	 Prepare the lists of class sections and the corresponding students' names for each section. Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences. CUP) ATTY.SEVERO C. MADRONA JR. City Legal Officer II/College Dean (College of Business Administration, CUP) or DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP)



		1		T
				DR. MARIBEL R. GABUAT Assistant Professor I/College Dean (College of Office Administration and Computer Technology, CUP)
				PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)
3. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC) and secure your class schedule thereof.	3. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I, P.E. and NSTP Director (CUP)
4. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	4. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
5. Proceed to the CUP Computer	Encode all the necessary	None	3 Minutes	CATHERINE M. SUMALDE



Laboratory for the assessment of tuition fees. 6. Proceed to the	information in the Student's COM; then, issue the corresponding printout of assessment of fees. 6. Issue OR to the	PHP 150	2 Minutes	Administrative Assistant IV Computer Laboratory (CUP) JAIME C. DILIG JR.
CUP Cashier's Office for the payment of tuition fees.	student's.	per unit	2 iviiilutes	Revenue Collection Clerk II Cashier (CUP)
7. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	7. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 7.1 Issue the corresponding number of class cards to the	None	2 Minutes	MARIO L. CASTELO Administrative Officer I/ (Registrar's Office, CUP)
8. Submit the COM Dean's Copy to concerned College Dean's Office.	students. 8. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/ College Dean (College of Arts and Sciences. CUP) ATTY.SEVERO C.



			MADRONA JR. City Legal Officer II/
			College Dean
			(College of Business Administration,
			CUP)
			,
			or
			DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP)
			DR. MARIBEL R. GABUAT
			Assistant Professor I/College Dean
			(College of Office
			Administration and Computer
			Technology,
			CUP)
			PROF. MELVIN M.
			CRISOSTOMO
			Assistant Professor I/College Dean
			(College of
			Education,
	CSC	39 Minutes	CUP)
	Membersh	Je iviii lutes	
	ip Fee:		
TOTAL:	PHP 100		
	+		
	Т		
	204		



PHP 150/unit	
= N (Tuition	
N (Tuition Fees)	

79. Enrollment of Transferee Students under BS Nursing Course

The City University of Pasay processes the enrollment of transferee students from other schools under the BS Nursing course for the 1st & 2nd Semesters of every Academic Year.

asay only Nesidents.					
Office or Division:	City University of I	Pasay (CUP)			
Classification:	Complex	Complex			
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Pasay City resider	nts, considered	as transferee stud	dents who passed	
	the entrance exam	nination under th	ne BS Nursing co	urse for the 1st &	
	2 nd Semesters of e	2 nd Semesters of every Academic Year.			
CHECKLIST OF R	EQUIREMENTS	\	WHERE TO SEC	JRE	
Form 138/F137 or Transcript of Records (TOR) (1original)			CHED Accredited	d School	
Barangay Clearance (1	ance (1 original) Barangay Hall				
Certificate of Good Moral Character (1 original)		Last Attended CHED Accredited School			
Honorable Dismissal (1	original)	Last Attended CHED Accredited School			
Voter's ID Card/Voter's Certificate (1 photocopy)		COMELEC NCR 4th District			
Birth Certificate (1 photo	осору)	Philippine Stat	tistics Authority (P	SA)	
Medical Exam Result (1	,	Pasay City General Hospital or other DOH Accredited Hospitals or Clinics			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Submit complete 	 Check the 	None	10 Minutes	MARIO L.	
requirements to the completeness				CASTELO	
assigned	and veracity of			Administrative	
personnel at the	submitted			Officer I	
CUP Registrar's	requirements,			(Registrar's	
Office.	and issue a New			Office,	
				CUP)	



2.	Proceed to Pasay City General Hospital (PCGH) or any DOH accredited hospital or clinic for Medical Examination.	Certification of Matriculation (COM). 2. Wait for the result of medical examination by the applicants.	Medical Exam Fees	3 Days	Physician in- Charge (PCGH) or Physician in- Charge (DOH Accredited
3.	Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	3. Review the TOR, and evaluate it to determine the course or credited subjects taken from previous school.	None	15 minutes	Hospital or Clinic) CLEOFE T. CASTOR Registrar III (Registrar's Office, CUP)
	Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook. 1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	 4. Prepare the lists of class sections and the corresponding students' names for each section. 4.1 Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
5	Proceed to Room 307 for the enlistment of your name in the	5. Record the students' names, courses, year	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP



National Service Training Program (NSTP) or The Reserve Officer Training Corps (ROTC) class and secure your class schedule thereof.	levels and sections who enrolled in the NSTP or ROTC class.			Director (CUP)
6. Proceed to Central Student Council (CSC) Office for payment of CSC Membership Fee.	6. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee payment.	PHP 100	5 Minutes	Central Student Council President (CUP)
7. Proceed to the Office of Student Affairs (OSA) for the issuance of Financial Assistance Form.	7. Issue the needed form to be used by the student for financial assistance.	None	5 Minutes	PROF. KENNETH NYL C. ORESCO Guidance Services Specialist II/Dean (Office of Student Affairs, CUP)
8. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	8. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)
9. Proceed to the CUP Cashier's Office for the payment of tuition fees.	9. Issue Official Receipt (OR) to the student.	PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
10. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	10. Stamp "Enrolled" and "T" ("T" means that the information in	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's



	the COM has been noted and recorded) on the presented			Office, CUP)
	COM; after which, return it to the student.			
	10.1 Issue the corresponding number of class cards to the student.			
11. Submit the COM Dean's Copy to BS Nursing College Dean's Office.	11. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
		CSC Membership Fee: PHP 100 +	3 Days, 1 Hour and 10 Minutes	
	TOTAL:	PHP 150/unit =		
		N (Tuition Fees, excluding medical exam fees)		



Office or Division: City University of Pasay (CUP)				
·	asay (OOI)			
	l e e e e e e e e e e e e e e e e e e e			
		ered as transfere	students who	
			onig course for	
			URE	
	Last Attended	CHED Accredited	d School	
, y ,	Barangay Hall			
l Character	Last Attended	CHED Accredited	d School	
original)	Last Attended	CHED Accredited	d School	
	COMELEC NO	CD 4th Diatriat		
	COMELECING	JR 4th District		
copy)	Philippine Stat	tistics Authority (P	'SA)	
original)	, , ,	•	other DOH	
			PERSON	
			RESPONSIBLE	
	None	10 Minutes	MARIO L.	
completeness			CASTELO	
•			Administrative	
submitted			Officer I	
requirements.			(Registrar's	
			Office,	
			CUP)	
			,	
· /	Medical	3 Davs	Physician in-	
			Charge	
	ZXXIII I OOO		(PCGH)	
			,	
			or	
•				
arphodino.			Physician in-	
			Charge	
			(DOH Accredited	
			Hospital or Clinic)	
	City University of I Complex G2C – Governmer Non-Pasay City re passed the entran the 1st & 2nd Seme EQUIREMENTS (1 original) original) original) Certificate copy) original) AGENCY ACTIONS 1. Check the completeness and veracity of	City University of Pasay (CUP) Complex G2C – Government to Citizen Non-Pasay City residents, consider passed the entrance examination the 1st & 2nd Semesters of every Actions I Character Copy) Coriginal) Certificate Copy) Coriginal) Certificate Copy) Copy) Coriginal) Certificate Completeness Completene	City University of Pasay (CUP) Complex G2C – Government to Citizen Non-Pasay City residents, considered as transfered passed the entrance examination under the BS Nut the 1st & 2nd Semesters of every Academic Year. QUIREMENTS WHERE TO SEC	



3. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	3. Review the TOR, and evaluate to determine the course or credited subjects taken from previous school.	None	15 minutes	CLEOFE T. CASTOR Registrar III (Registrar's Office, CUP)
 4. Proceed to BS Nursing College Dean's Office, and record your year and section in the Dean's Logbook 4.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean. 	 4. Prepare the lists of class sections and the corresponding students' names for each section. 4.1 Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of Nursing and Midwifery, CUP)
5. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) class or The Reserve Officer Training Corps (ROTC), and secure your class schedule thereof.	5. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)
6. Proceed to Central Student Council (CSC) Office for payment of CSC	6. Issue Official Receipt (OR) to the student after receipt of CSC Membership Fee	PHP 100	5 Minutes	Central Student Council President (CUP)



	Membership Fee.	payment.			
7.	Proceed to the CUP Computer Laboratory for the assessment of tuition fees	7. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV, (Computer Laboratory, CUP)
8.	Proceed to the CUP Cashier's Office for the payment of tuition fees.	8. Issue Official Receipt (OR) to the student.	PHP 450 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
9.	Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	9. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 9.1 Issue the corresponding number of class cards to the student.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
10	O. Submit COM Dean's Copy to BS Nursing College Dean's Office.	10. Receive and secure the COM for future file/reference; and advise the student to	None	5 Minutes	IRIS C. CASTILLON Associate Professor II/ College Dean (College of



return on class opening.			Nursing and Midwifery,
operiing.			CUP)
TOTAL:	CSC Membership Fee: PHP 100 + PHP 450/unit = N (Tuition Fees, excluding medical exam fees)	3 Days, 1 Hour and 5 Minutes	

80. Enrollment of Transferee Students under Master's Degree and Law Courses

The City University of Pasay processes enrollment of transferee students from other school under the Master's Degree and Law courses for the 1st & 2nd Semesters of every Academic Year.

Office or Division:	City University of I	City University of Pasay			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	All College Gradua	All College Graduates, considered as transferee students who			
		passed the entrance examination under the Master's Degree and			
	Law courses for th	Law courses for the 1 st & 2 nd Semesters of every Academic Year.			
CHECKLIST OF R	EQUIREMENTS	QUIREMENTS WHERE TO SECURE			
Transcript of Records (T	OR) (1 original)	From the Last Attended CHED Accredited			
		School/College			
CLIENT STEPS	AGENCY	FEES TO PROCESSING PERSON			
CLIENT STEPS	ACTIONS	BE PAID TIME RESPONSIBLE			
Present TOR to	1. Check the	None 10 Minutes MARIO L.			
				CASTELO	



the assigned personnel at the CUP Registrar's Office.	completeness and veracity of submitted TOR, and issue a New Certification of Matriculation (COM).			Administrative Officer I (Registrar's Office, CUP)
2. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	2. Review the TOR and evaluate to determine the course or credited subjects taken from previous school.	None	15 minutes	CLEOFE T. CASTOR Registrar III (Registrar's Office, CUP)
3. Proceed to CUP respective Dean's Office and record your year and section in the Dean's Logbook.	3. Prepare the lists of class sections and the corresponding students' names for each section.	None	10 Minutes	ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ Dean (Juris Doctor/ Law, CUP)
3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	3.1 Approve and sign the COM after checking the data written thereto.			DR. ROMULO E. NAVARRA Dean (Graduate Studies, CUP)
4. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	4. Encode all the necessary information in the Student's COM; then, issue the corresponding	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV (Computer Laboratory, CUP)



5. Proceed to the	printout of assessment of fees. 5. Issue Official	MAED,	2 Minutes	JAIME C. DILIG
CUP Cashier's Office for the payment of tuition fees.	Receipt (OR) to the student's.	MPG, TCP = PHP 350/unit JD/Law = PHP 450/unit	2 IVIIII atos	JR. Revenue Collection Clerk II Cashier (CUP)
6. Present Official Receipt (OR) together with COM to the assigned personnel of CUP Registrar's Office.	 6. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 6.1 Issue the corresponding number of class cards to the students. 	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
7. Submit COM Dean's Copy to the CUP Respective Dean's Office.	7. Receive and secure the COM for future file/reference; and advise the student to return on class opening.	None	5 Minutes	ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ Dean (Juris Doctor/ Law, CUP) DR. ROMULO E. NAVARRA



			Dean (Graduate Studies, CUP)
TOTAL:	MAED, MPG, TCP = PHP 350/unit	50 Minutes	
	JD/Law = PHP 450/unit		

Legend:

MAED – Master of Arts in Education

MPG – Master in Public Governance

TCP - Teaching Certificate Program

JD – Juris Doctor

81. Enrollment of Transferee Students

The City University of Pasay processes the enrollment of transferee students from other school under the university courses for the 1st & 2nd Semesters of every Academic Year.

Office or Division:	City University of Pasay (CUP)			
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governm	ent to Citizen		
Who may avail:	Pasay City resid	ents, considered as transferee students who passed		
	the entrance exa	amination under the university courses for the 1st & 2nd		
	Semesters of ev	ery Academic Year.		
CHECKLIST OF REQ	ST OF REQUIREMENTS WHERE TO SECURE			
Form 138/F137 or Transcript of Records (TOR) (1 original)		Last Attended CHED Accredited School		
Barangay Clearance (1 o				
Certificate of Good Moral Character (1 original)		Last Attended CHED Accredited School		
Honorable Dismissal (1 original)		Last Attended CHED Accredited School		
Voters ID/Voters Certificate		COMELEC NCR 4th District		



Ві	Birth Certificate (1 photocopy)		Philippine Sta	SA)	
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2.	Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office.	2. Review the TOR, and evaluate to determine the course or credited subjects taken from previous school.	None	15 Minutes	CLEOFE T. CASTOR Registrar III (Registrar's Office, CUP)
	Proceed to concerned College Dean's Office, and record your year and section in the Dean's Logbook. 3.1 Present your COM to the assigned personnel thereat, for checking and approval of the	3. Prepare the lists of class sections and the corresponding students' names for each section. 3.1 Approve and sign the COM after checking the data written thereto.	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP) ATTY.SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP)



Callaga Daga				
College Dean.				or
				DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP)
				DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer Technology, (CUP)
				PROF.MELVIN M. CRISOSTOMO Assistant Professor I/ College Dean (College of Education, CUP)
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) or The Reserve Officer Training Corps (ROTC) class, and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/ P.E. and NSTP Director (CUP)
5. Proceed to Central Student	5. Issue Official Receipt (OR)	PHP 100	5 Minutes	Central Student Council



Council (CSC)	to the student			President
Office for	after receipt			(CUP)
payment of CSC	of CSC			
Membership Fee.	Membership			
'	Fee payment.			
6. Proceed to the	6. Issue the	None	5 Minutes	PROF. KENNETH
Office of Student	needed form			NYL C. ORESCO
Affairs (OSA) for	to be used by			Guidance Services
the issuance of	the student			Specialist II/Dean (Office of Student
Financial	for financial			Affairs, CUP)
Assistance Form.	assistance.			7414113, 001)
7. Proceed to the	7. Encode all	None	5 Minutes	CATHERINE M.
CUP Computer	the necessary			SUMALDE
Laboratory for	information in			Administrative
the assessment	the Student's			Assistant IV
of tuition fees.	COM; then,			Computer Laboratory
	issue the			(CUP)
	correspondin			
	g printout of			
	assessment			
	of fees.			
8. Proceed to the	8. Issue Official	(ACT,	2 Minutes	JAIME C. DILIG JR.
CUP Cashier's	Receipt (OR)	BSBA,		Revenue Collection Clerk II
Office for the	to the	BPG, BSE,		Cashier
payment of	student's.	BSOA,		(CUP)
tuition fees.		BEED)		(001)
		,		
		PHP		
		100/unit		
9. Present OR	9. Stamp	None	3 Minutes	MARIO L. CASTELO
together with	"Enrolled" and			Administrative
COM to the	"T" <i>("T"</i>			Officer I
assigned	means that			(Registrar's Office,
personnel of CUP	the			CUP)
Registrar's Office.	information in			
	the COM has			
	been noted			
	and recorded)			
	on the			
	presented			



	COM; after which, return it to the student. 9.1 Issue the correspondin g number of class cards to the student.			
10. Submit COM Dean's Copy to the CUP Respective College Dean's Office.	10. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP) ATTY.SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP) or DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP) DR. MARIBEL R. GABUAT Assistant Professor I/ College of Office



ı	T				
					Administration and
					Computer
					Technology,
					(CUP)
					PROF.MELVIN M.
					CRISOSTOMO
					Assistant Professor I/
					College Dean
					(College of
					Education,
					CUP)
	-		CSC	1 Hour and	
			Membership	10 Minutes	
			Fee:		
			PHP 100		
			1111 100		
			+		
		TOTAL:	5.15		
			PHP		
			100/unit		
			=		
			N (Tuition		
			Fees)		
			1 663)		

Non-Pasay City Residents:

Office or Division:	City University of F	Pasay (CUP)	
Classification:	Simple		
Type of Transaction:	G2C – Governmer	nt to Citizen	
Who may avail:		sidents, considered as transferee students who	
	passed the entrance examination under the university courses for		
	the 1 st & 2 nd Semesters of every Academic Year.		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
Form 138/F137 or TOR (1	original)	Last Attended CHED Accredited School	
Certificate of Good Moral Character (1 original)		Last Attended CHED Accredited School	
Honorable Dismissal (1 ori	riginal) Last Attended CHED Accredited School		
Birth Certificate (1 photoco	py)	Philippine Statistics Authority (PSA)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
Submit complete requirements to the assigned personnel at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue a New Certification of Matriculation (COM).	None	TIME 10 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
2. Present previous TOR for academic evaluation to determine the credited subjects to the assigned personnel of CUP Registrar's Office	2. Review the TOR, and evaluate it to determine the course or credited subjects taken from previous school.	None	15 Minutes	CLEOFE T. CASTOR Registrar III (Registrar's Office, CUP)
3. Proceed to CUP Respective College Dean's Office, and record your year and section in the Dean's Logbook. 3.1 Present your COM to the assigned personnel thereat, for checking and approval of the College Dean.	 3. Prepare the lists of class sections and the corresponding students' names for each section. 3.1 Approve and sign the COM after checking the data written thereto. 	None	10 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP) ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP)



				or
				DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP)
				DR. MARIBEL R. GABUAT Assistant Professor I/ College Dean (College of Office Administration and Computer Technology, (CUP)
				PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)
4. Proceed to Room 307 for the enlistment of your name in the National Service Training Program (NSTP) or The Reserve Officer Training Corps (ROTC) class and secure your class schedule thereof.	4. Record the students' names, courses, year levels and sections who enrolled in the NSTP or ROTC class.	None	10 Minutes	JERRY A. VILLANUEVA Assistant Professor I/P.E. and NSTP Director (CUP)
5. Proceed to Central	5. Issue Official	PHP 100	5 Minutes	Central Student



Student Council (CSC) Office for payment of CSC Membership Fee.	Receipt (OR) to the student after receipt of CSC Membership Fee payment.			Council President (CUP)
6. Proceed to the CUP Computer Laboratory for the assessment of tuition fees.	6. Encode all the necessary information in the Student's COM; then, issue the corresponding printout of assessment of fees.	None	5 Minutes	CATHERINE M. SUMALDE Administrative Assistant IV Computer Laboratory (CUP)
7. Proceed to the CUP Cashier's Office for the payment of tuition fees.	7. Issue Official Receipt (OR) to the student's.	(ACT, BSBA, BPG, BSE, BSOA, BEED) PHP 150 per unit	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
8. Present OR together with COM to the assigned personnel of CUP Registrar's Office.	8. Stamp "Enrolled" and "T" ("T" means that the information in the COM has been noted and recorded) on the presented COM; after which, return it to the student. 8.1 Issue the	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	corresponding			



	number of class cards to the student.			
9. Submit COM Dean's Copy to the CUP concerned College Dean's Office.	9. Receive and secure the COM for future file/reference, and advise the student to return on class opening.	None	5 Minutes	ENGR. MARCOS B. GERONGA Associate Professor II/College Dean (College of Arts and Sciences, CUP)
				ATTY. SEVERO C. MADRONA JR. City Legal Officer II/ College Dean (College of Business Administration, CUP)
				or
				DR. LEDOVINO A. MACAYAN Associate Dean (College of Business Administration, CUP)
				DR. MARIBEL R. GABUAT Assistant Professor // College Dean (College of Office Administration and Computer Technology, (CUP)



			PROF. MELVIN M. CRISOSTOMO Assistant Professor I/College Dean (College of Education, CUP)
TOTAL:	CSC Membershi p Fee: PHP 100 + PHP 150/unit = N (Tuition Fees)	1 Hour and 5 Minutes	

Legend:

ACT – Associate in Computer Technology

BSBA – Bachelor of Science in Business Administration

BPG – Bachelor in Public Governance

BSE – Bachelor in Secondary Education

BSOA – Bachelor of Science in Office Administration

BEED – Bachelor in Elementary Education

82. Environmental Laws and City Ordinances Seminar Schedule

The Pasay City Environment and Natural Resources Office conducts regular seminar on different environmental laws and City Ordinances to all City residents, business establishments, institutions and Barangay officials.

Office or Division:	Pasay City Environment and Natural Resources Office (PCENRO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government and G2C-Govenrment to Citizen



Who may avail:	All City residen	ts, business est	ablishments, insti	tutions and Barangay
CHECKLIST OF F		WHERE TO SECURE		CURE
Request letter (1 orig	Request letter (1 original)		rty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit letter request for Environmental Laws and City Ordinances Seminar Schedule.	Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
2. Secure seminar approval from PCENRO.	2. Issue the approved schedule to the requesting party.	None	3 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
	TOTAL:	None	5 Minutes	

83. Establishment and Monitoring of Materials Recovery Facility (MRF) and Household Backyard Composting

Pasay City Environment and Natural Resources Office helps and assists the Barangays in the establishment and monitoring of Materials Recovery Facility operations, and household backyard composting.

Office or Division:	Pasay City Environment and Natural Resources Office (PCENRO)
Classification:	Simple
Type of	G2C – Government to Citizen
Transaction:	
Who may avail:	Barangays



Request letter (1 original)		Requesting pa	arty	
Printed photo of the concerned area		Requesting party		
(1 original)	· •		T = = = = = = = = = = = = = = = = = = =	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the PCENRO and submit letter request and photo of concerned area.	Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
2. Discuss the details of the request to the representative of PCENRO assigned in the area.	2. Attends to the needs of the client/ requesting party and notes the details of the request.	None	10 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
3. Secure schedule for household backyard composting and MRF operation at PCENRO.	3. Arrange and issue the approved schedule household backyard composting and MRF operation.	None	5 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
	TOTAL:	None	17 Minutes	



84. Events Risk Management Coordination

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management coordination to ensure safe and organized events within City limits.

Office or Division:		Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
Classification: Simple					
Type of Transaction: G2C – Governm		ent to Citizen			
		G2G – Governm		ment	
Who may avail:		Event Organizer	ers		
CHECKLIST OF				WHERE TO SEC	CURE
Request Letter for C (1 original)			Event Organi	zer	
Final Safety and Sec			Event Organi		
Attendance of the Co			Event Organi	zer	
with Attached Picture original)	es of th	ne Meeting (1			
CLIENT STEPS	AGE	NCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the assigned personnel of the PCDRRMO.	a. Na sig co titl pla ar co mo	eceive and eck the mplete details of bmitted request ter: ame of the letter gnatory with entact number, e of the event, ace/venue, date ed time of the fordination eeting. 1 Advice the event organizer to attend the	None	8 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)





3. Submit the finalized Safety and Security Plan and other necessary documents to the assigned personnel of PCDRRMO.	3. Receive and check the veracity and completeness of submitted documents, to wit: a. Final Safety and Security Plan; and b. Minutes of the	None	8 Minutes	MARY GRACE B. BERIN Administrative Officer II/Administrative Services, In-Charge (Administrative and Training Division, PCDRRMO)
	b. Minutes of the Coordination Meeting with attached attendance sheet and pictures.			
	3.1 Acknowledge receipt of documents by stamping "RECEIVED" thereof.			
	TOTAL:	None	1 Day and 16 Minutes	

Note: Duration of the Coordination Meeting varies on the type of the event

85. Events Risk Management Deployment

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management deployment to ensure safe and organized events within City limits.

Office or Division:	Pasay City Disaster Risk Reduction and Management Office		
	(PCDRRMO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
	G2G – Government to Government		
Who may avail:	Event Organizer		
CHECKLIST OF R	ST OF REQUIREMENTS WHERE TO SECURE		
Request Letter for Event Deployment		Event Organizer	



(1 original)				
	curity Plan (1 original)	Event Organi	izer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter to the assigned personnel of the PCDRRMO.	Receive and check the completeness of submitted request letter.	None	8 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and
308 Pasay City Hall, F. B. Harrison St., Pasay City	1.1 Check the name/title, place/venue, date and time of the event and estimated crowd of attendees			Training Division, PCDRRMO)
	1.2 Forward the submitted documents to the personnel of Operations and Warning Division of the PCDRRMO.			
2. Wait for the approval of request and preparation of deployment of PCDRRMO.	2. Process the request and prepare necessary requirements. 2.1 Ensure availability of resources	None	4 Hours	MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management Officer III/Chief (Operations and Warning Division, PCDRRMO)
	(manpower and vehicles). 2.2 Prepare the deployment forms with the approval of Department			MA. CRISTINA A. LUMDANG Nursing Attendant II/ Events Risk Management Coordinator (Operations and Warning Division,



	Head. 2.3 Inform the team/s on their scheduled deployment.			PCDRRMO)
3. Acknowledge the presence of the deployed team from the PCDRRMO.	 3. Perform the following procedures: 3.1 Ensure completeness of deployment forms prior dispatch. 3.2 Check-in resources to the Event Organizers. 3.3 Ensure availability of emergency medical supplies and equipment, when needed. 3.4 Anticipate to respond to any untoward incident which might require the services of the Office. 	None	Event Duration (varies depend on the type of event)	Team Leader (Operations and Warning Division PCDRRMO) Responders/ Deployed Personnel (Operations and Warning Division PCDRRMO)



4. Coordinate with the Team Leader of the deployed team/s for the demobilization of the emergency response team/s. 4.1 Sign the deployment forms prior the emergency response team's demobilization.	 4. Demobilize emergency response team/s. 4.1 Accomplish the After Activity Report. 4.2 Ensure deployment forms are signed by the event organizers prior demobilization. 4.3 Submit the accomplished after activity report with the deployment forms to the Events Risk Management Officer. 	None	8 Minutes	Team Leader (Operations and Warning Division, PCDRRMO)
	TOTAL:	None	4 Hours and 16 Minutes (excluding event duration)	

Note: Duration of the event varies on the type of the event

86. Filing a Complaint

The general public can file a complaint at the Market Administration Office, Pasay City Public Market for inaccurate weighing scales, over-pricing of basic commodities and other matters.

Office or Division:	Pasay City Public Market (PCPM)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All



CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
Duly Accomplished Complaint Form: - Application Form (1 original, 1 duplicate copy) - Details/information to be indicated in the request form		Market Admir Market Client/Compla	nistration Office, Painant	asay City Public
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished complaint form together with documentary evidence if there is any at the Market Administration Office, Pasay City Public Market. 1.1 Give a brief summary of the acts complained of and the name or stall number of vendor being complained of.	1. Accept and acknowledge receipt of complaint form and documentary evidence if applicable. 1.1 Inform the complainant that the party being complained of will be summoned and a clarificatory hearing will be conducted. 1.2 Summon the tenant/ stallholder/ helper	None	15 Minutes 30 Minutes	PACD – Officer of the Day ALFREDO T. ALCANTARA Market Inspector II (PCPM) ARNALDO J. AQUINO Security Guard II (PCPM) JIMMY C. ROBLES Security Guard II (PCPM) ARMANDO P. GAMAYO Administrative Aide I (PCPM) ANTERO S. SAN DIEGO Administrative Aide I (PCPM) REYNALDO DC. SAN JUAN Administrative Aide I (PCPM) ANGEL A. LOPEZ Administrative Aide I (PCPM) ANGEL A. LOPEZ Administrative Aide I (PCPM) ABDUL JIABAR M. MANGADANG Administrative Aide I



				(PCPM)
				ROBERTO M. SU Security Guard I (PCPM)
				ERIC L. VILLANUEVA Security Guard I (PCPM)
				ALEJANDRO V. ALFONSO Security Guard I (PCPM)
				ALDRIN N. CASTILLO Security Guard I (PCPM)
				HERCULES DR. PARAGAS Security Guard I (PCPM)
				SOCORRO NIEVES D. RAYMUNDO Security Guard I (PCPM)
Attend clarificatory	Conduct clarificatory	None	2 Hours	PACD – Officer of the Day
hearing at the Market Administration Office, Pasay City Public Market.	hearing. 2.1 Prepare investigation report then			ALFREDO T. ALCANTARA Market Inspector II (PCPM)
	submit to the OIC of PCPM for his information.			ARNALDO J. AQUINO Security Guard II (PCPM)
	a. If the complaint is settled,			JIMMY C. ROBLES Security Guard II (PCPM)
	prepare			ARMANDO P.



written	GAMAYO
agreement	Administrative Aide I
containing	(PCPM)
terms and	ANTERO S. SAN
conditions of	DIEGO
the amicable	Administrative Aide I
settlement to	(PCPM)
be signed by	, ,
both parties,	REYNALDO DC.
0"	SAN JUAN
Or	Administrative Aide I
b. If	(PCPM)
complainant	ANGEL A. LOPEZ
is not	Administrative Aide I
satisfied,	(PCPM)
endorse the	
complaint to	ABDUL JIABAR M.
the nearest	MANGADANG Administrative Aide I
PNP Station.	(PCPM)
	(1 31 111)
Or	ROBERTO M. SU
	Security Guard I
c. If the	(PCPM)
complainant	ERIC L.
is not present	VILLANUEVA
during the	Security Guard I
clarificatory	(PCPM)
hearing,	
update the	ALEJANDRO V.
complainant of the result	ALFONSO
thereof.	Security Guard I
u 161 601.	(PCPM)
	ALDRIN N.
	CASTILLO
	Security Guard I
	(PCPM)
	HEDOLII ES DD
	HERCULES DR. PARAGAS
	Security Guard I
	(PCPM)
	, ,
	SOCORRO NIEVES



			D. RAYMUNDO Security Guard I (PCPM)
TOTAL:	None	2 Hours and 45 Minutes	(F OF IM)

87. Filing a Complaint against Erring Police Officer

The general public can file a citizen's complaint against any police officer with offenses punishable such as Neglect of Duty or Nonfeasance, Irregularities in the Performance of Duty or Misfeasance, Misconduct or Malfeasance, Dishonesty, Conduct Unbecoming of a Police Officer, Incompetence and Oppression done in his official or private capacity at the People's Law Enforcement Board (PLEB) Office.

Office or Division:		People's Law Enforcement Board (PLEB)				
Classification:		Simple				
Type of Transaction	n:	G2C – Governn	nent to Citizen			
Who may avail:		All citizens				
CHECKLIST OF				WHERE TO SEC	CURE	
Duly Accomplished PLEB Complaint Form - PLEB Complaint Form - Information/details to be indicated in the PLEB Complaint Form Complaint-Affidavit (4 original) Certificate of Non-Forum Shopping (4 original)		- PLEB Office - Complainant Complainant Complainant				
Affidavit of Witness/	es (if t	here's any)	Complainant's Witness/es			
(4 original)						
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the duly-accomplished PLEB Complaint Form and other required pleadings/requirements to the PLEB office.		Check and verify if prescribed forms are duly accomplished, and if signature is affixed.	None	2 minutes	VICKY S. JANOLO Process Server/ Receiving Clerk (PLEB)	
2. Present	2.	Check and	None	10 minutes	VICKY S. JANOLO	



yourself for an interview for verification of complaint at the PLEB Office.	verify the veracity of complaint.			Process Server/ Receiving Clerk (PLEB) ROBERT L. MARQUEZ Officer-in-Charge (PLEB)
3. Sign the logbook upon receipt of the photocopy of the Complaint-Affidavit, Certificate of Non-forum Shopping, and Affidavit of Witness (if there's any).	3. Docket the complaint/s, within five (5) days upon receipt thereof; and issue summons to the respondent to be answered within seven (7) working days, which is non-extendible as per Revised Rules (NAPOLCOM MC 16-002)	None	3 minutes	ROBERT L. MARQUEZ Officer-in-Charge (PLEB)
	TOTAL:	None	15 Minutes	

88. Filing and Processing of Barangay Official's Fidelity Bond

The Pasay City Barangay Bureau processes applications of Barangay Official's Fidelity Bond. Fidelity Bond is an insurance of bondable public official/employee.

Office or Division:	Pasay City Barangay Bureau (PCBB)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Barangay Chairpersons, SK Chairpersons,			
	SK Treasurers, Barangay Treasurers			
CHECKLIST OF R	LIST OF REQUIREMENTS WHERE TO SECURE			
Principal	rincipal			
Government Issued Identification Card		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
(1 original, 1 photocopy)		COMELEC		



Duly Assessmentish and Assette a Farmer	
Duly Accomplished Application Form:	DODD
- BTr (OFBS: Enrollment Form)	PCBB
- Details/information to be indicated in	Applicant
the application form	
BTr Form 3: Annex D	DODD
Fidelity Bond Application Form	PCBB
(Revision No. xxx Date xxxxx)	
Approved Budget CY (1 photocopy)	Barangay Hall
Inventory of Equipment (Duly received by	Barangay Hall
COA) (1 photocopy)	
Oath of Office (1 photocopy)	
 For Barangay Chairpersons, 	Department of Interior and Local Government
SK Chairpersons	(DILG)
 For Barangay Treasurers, 	Barangay Hall
SK Treasurers	
Resolution (1 photocopy)	
 For Barangay Treasurers, 	Barangay Hall
SK Treasurers	
Appointment (1 photocopy)	
 For Barangay Treasurers, 	Barangay Hall
SK Treasurers	
Representative	
Authorization letter (1 original)	Person Represented (Barangay Chairperson, SK
	Chairperson, SK Treasurer, Barangay Treasurer)
Government Issued Identification Card of the	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
person represented (1 original, photocopy)	LTO, COMELEC
Government Issued Identification Card of the	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
Representative (1 original, 1 photocopy)	LTO, COMELEC
Duly Accomplished Application Form:	
- BTr (OFBS: Enrollment Form)	PCBB
 Details/information to be indicated in 	Applicant
the application form	
BTr Form 3: Annex D	
Fidelity Bond Application Form	PCBB
(Revision No. xxx Date xxxxx)	
Approved Budget CY (1 photocopy)	Barangay Hall
Inventory of Equipment (Duly received by	Barangay Hall
COA) (1 photocopy)	
Oath of Office (1 photocopy)	
- For Barangay Chairpersons,	
SK Chairpersons	DILG
- For Barangay Treasurers,	Barangay Hall
SK Treasurers	



Resolution (1 photoco - For Barangay Tre SK Treasurers Appointment (1 photo - For Barangay Tre SK Treasurers	copy)	Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements together with the duly accomplished application form to the assigned personnel of the PCBB.	Check the completeness and veracity of submitted requirements. Prepare the Computation of Bond Premium.	None	20 Minutes	MARVIN CAY M. DE MESA Community Affairs Officer I (PCBB)
2. Claim the bond documents for payment from the assigned personnel of the PCBB.	2. Release/Issue the Fidelity Bond document to the client.	None	5 Minutes	RHODA B. CHING Administrative Aide I (PCBB) NAPOLEON T. HANDOG Administrative Aide I (PCBB)
	TOTAL:	None	25 Minutes	

89. Filing of Administrative Complaints against City Government Employees

The City Legal Office receives any administrative complaint/s filed against City Government employees.

Office or Division:	City Legal Office (CLO)	
Classification:	Simple		
Type of Transaction:	G2C – Governmer	nt to Citizen	
Who may avail:	All		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECURE
Investigation Slip (1 origi	inal)	CLO	
Verified Complaint Affida	vit (1 original,	Complainant	



Administrative Aide I

				MANG
4 photocopies, + addi	tional photocopy/ies			
	depending on the number of respondent/s)			
Affidavit/Sworn Stater	nent of witness/es	Witness/es		
(1 original, 4 photocop	oies, + additional			
photocopy/ies depend	ling on the number of			
respondent/s)				
Supporting Document	s (1 original,	Complainant		
4 photocopies, + addi				
depending on the nun		_		_
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
Present the	1. Check the	None	3 Minutes	MARVIE B. CHENG
complete	completene			Administrative Aide I (CLO)
documentary	ss of the			(CLO)
requirements	presented			MARICEL C.
properly bound	documents			MILLAR
and arranged to	then issue			Administrative Aide I
the CLO.	an			(CLO)
	Investigation			
	Slip (IS) to			AIZA C. OTIDA
	the client.			Administrative Aide I
				(CLO)
	1.2 Verify the			Atty. SEVERO C.
	documents			MADRONA, JR.
	presented		7 minutes	City Legal Officer II
				(CLO)
2. Fill-out and	2. Issue Order of	None	2 Minutes	GEOVANI S. DE LA
submit the IS to	Payment to			TORRE
the CLO.	the			Administrative Aide IV
	complainant.			(CLO)
				(020)
				AIZA C. OTIDA
				Administrative Aide I
				(CLO)
				- "
3. Pay the	3. Receive the	PHP 500	5 Minutes	Teller
required fee to	payment and			(CTO)
the City	issue Official			
Treasurer's	Receipt (OR) to			
Office (CTO).	the client.			
4. Forward OR	1 Stamp "receive"	None	3 Minutes	MARVIE B. CHENG
4. Forward OK	4. Stamp "receive"	INUITE	3 Milliares	Administrative Aide I

together with all

on the



the requirements to the receiving staff of the CLO.	forwarded requirements, write the assigned CLO docket number on the IS, and record it in the			(CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA
	appropriate logbook, then encode in the database.			Administrative Aide I (CLO)
	TOTAL:	PHP 500	20 Minutes	

90. Filling of Administrative Case against Erring Barangay Officials

The Office of the Secretary to the Sangguniang Panlungsod receives and facilitates hearing on administrative complaints against erring barangay officials.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod				
Classification:	Highly Technical				
Type of Transaction:	G2C- Government to	o Citizen			
	G2G-Governemnt to	Government			
Who may avail:	Pasay City citizens;	Barangay Officia	als of Pasay City		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE	
Verified or notarized Lette	er/Affidavit of	City Legal Office	ce		
Complaint (1 original)				<u>, </u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit verified or notarized Letter/ Affidavit of Complaint to the Office of the Secretary to the SP.	Receive and review the submitted Letter/Affidavit of Complaint	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)	
2. Wait for the inclusion in the Agenda of the of the Sangguniang Panlungsod's Regular Session for referral.	2. Endorse to the Office of the Liga President for mediation. (Three (3) hearings)	None	5 Minutes	Office of the Liga President (Liga ng mga Barangay)	



2. Secure order of	If amicably settled: To be officially endorsed to the Office of the Secretary to the SP the duly signed Kasunduan ng Pag-aayos or Amicable Settlement If not amicably settled: To be officially endorsed to the Office of the Secretary to the SP for proper deliberation by the ENBANC Committee of the SP.	Nana	5 Minutoo	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
3. Secure order of payment for the filing of administrative case from the Office of the Secretary to the SP.	3. Issue an order of payment to the client.	None	5 Minutes	Supervising Administrative Officer (Office of the Secretary to the SP)



4. Proceed to the City Treasurer's Office (CTO) for payment of the filing fee.	4. Receive the amount for the filing fee and issue Official Receipt (OR) to the client.	Php 500.00	3 Minutes	Teller, (CTO)
5. Present the O.R. to the Office of the Secretary to the SP.	5. For ENBANC Committee for deliberation and for Resolution and decision of the SP.	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP) Members of the Sangguniang Panlungsod (Offices of the Sangguniang Panlungsod)
	TOTAL:	With	With amicable	- amangosa)
		amicable settlement = None	settlement = 10 Minutes	
		Without amicably	Without amicably	
		settlement = PHP 500	settlement = 23 Minutes	

NOTE: *Regular Session is done once a week

91. Filing of Barangay Ordinance and Resolution for Review and Approval

The Office of the Secretary to the Sangguniang Panlungsod receives Barangay Ordinance and Resolution for review and approval of the Sangguniang Panlungsod.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Barangay Officials		
CHECKLIST OF REQUIREMENTS WHERE		WHERE TO SECURE	
Barangay ordinance and resolution (1 original)		Barangay Hall/Office	



1. Submit Barangay Ordinance and Resolution to the Office of the Secretary to the S.P. 2. Wait for the schedule for inclusion in the Agenda of SP's Regular Session and Committee hearing; and preparation of committee report on the submitted Barangay Ordinance and Resolution by the Office of the Secretary to the SP. 2.1 Schedule the submitted Barangay Ordinance and Resolution to the Agenda of SP's Regular Session and Committee hearing; and preparation of committee report on the submitted Barangay Ordinance and Resolution by the Office of the Secretary to the SP. 2.2 Prepare a committee report, subject for consideration of the Sangguniang Panlungsod. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda	CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
schedule for inclusion in the Agenda of SP's Regular Session and Committee hearing; and preparation of committee report on the submitted Barangay Ordinance and Resolution by the Office of the Secretary to the SP. 2.1 Schedule the committee hearing to the Secretary to the Secretary to the SP. 2.2 Prepare a committee report, subject for consideration of the Sangguniang Panlungsod. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in Resolution. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in Resolution. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Wait for inclusion in Resolution.	Submit Barangay Ordinance and Resolution to the Office of the Secretary to the	Receive the submitted Barangay Ordinance and	None	TIME 5 Minutes	RESPONSIBLE RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
Panlungsod. 3. Wait for inclusion in the Agenda of SP's Regular Session for approval. 3. Approve if there is no penalty or restriction involved on the submitted Barangay Ordinance or Resolution. 9. Working Days City Government How (Office of the Secretary to the Sanggunian Panlungson) 1. Working Days PORTUGUL City Government How (Office of the Secretary to the Secretary to the Sanggunian Panlungson)	schedule for inclusion in the Agenda of SP's Regular Session and Committee hearing; and preparation of committee report on the submitted Barangay Ordinance and Resolution by the Office of the Secretary to the	submitted Barangay Ordinance and Resolution to the Agenda of the Regular Session. 2.1 Schedule the committee hearing to the Concerned Committee. 2.2 Prepare a committee report, subject for consideration of	None	5 Working Days	(Office of the Secretary to the SP) ATTY. JASMIN KRIZA B. BALDO City Government Department Head I (Office of the
Regular Session for approval. restriction involved on the submitted Barangay Ordinance or Resolution. City Government House (Office of the Secretary to the Secretary to the Sanggunian Panlungson)		Panlungsod. 3. Approve if there	None	- C	DR. VOLTAIRE F.
	Regular Session for	restriction involved on the submitted Barangay Ordinance or Resolution.			PORTUGUEZ City Government Department Head II (Office of the Secretary to the SP) Members of the Sangguniang Panlungsod
TOTAL: None 10 Working		TOTAL:	None	10 Working	



	Days, and	
	5 Minutes	

NOTE: *Regular Session is done once a week

92. Garbage and Special Operation Collection Services

The Pasay City Environment and Natural Resources Office accommodates requests on special collection of uncollected waste such as construction debris, rocks, clogged sewers, and Barangay clean-up operations.

Office or Division:	Pasay City Enviro	Pasay City Environment and Natural Resources Office (PCENRO)		
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	2C – Government to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
Request letter (1 original	al)	Requesting pa	rty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to PCENRO.	. Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
2. Wait for your request to be processed by the PCENRO.	monitoring staff to check status of the area, and once the report of uncollected waste is confirmed, submit a confirmation slip to the Group Dispatch Personnel.	None	5 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV, (PCENRO) CRISTY P. MANUEL Administrative Assistant II, (PCENRO) ERWIN D. ABAD Administrative Aide VI, (PCENRO)
3. Obtain the schedule of garbage collection from	3. Arrange and issue the approved schedule of	None	5 Minutes	ALDWIN M. ROMASANTA Administrative Assistant IV,



PCENRO.	garbage collection			(PCENRO)
	request.			CRISTY P.
	1,000			MANUEL
				Administrative
				Assistant II,
				(PCENRO)
				ERWIN D. ABAD
				Administrative Aide
				VI,
				(PCENRO)
	TOTAL:	None	12 Minutes	

93. Handling Traffic Related Complaints

The Adjudication Section of the Pasay Traffic and Parking Management Office handles any complaints or objections on traffic apprehension/s.

Office or Division:	Pasay Traffic and	Parking Mana	gement Office (F	PTPMO)
Classification:	Simple			
Type of Transaction	G2C-Government	to Citizen		
Who may avail:	All	All		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
- Details to be in Complaint Letter	equest form rmation Sheet ndicated in the form	PTPMO Complainant Complainant		
(1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished complaint information sheet together with the complaint letter to PTPMO.	Check and receive the requirements submitted by the complainant.	None	5 Minutes	EMERLINDA D. OCAMPO Security Agent I (PTPMO)
Claim the receiving copy	Immediately conduct	None	15 Minutes	MARIA BELINDA B. ADDURU



from the assigned	investigation including site			Traffic Aide I (PTPMO)
personnel of PTPMO.	visits and consultation with the Traffic Enforcement Division (TED).			
	- For near area/s		10 Minutes	
	- For distant area/s		30 Minutes	
	a. After the investigation, site visit, and consultation with TED; prepare the necessary report, schedule hearing, and summon both parties (complainant and traffic enforcer)		30 Minutes	
	b. Issue the notice of hearing to		10 Minutes	
3. Receive the notice of hearing from	both parties. 3. Conduct the hearing.	None		MARIA BELINDA B. ADDURU Traffic Aide I
the PTPMO.	a. For simple dispute		20 Minutes	(PTPMO)
	b. For complicated dispute		30 Minutes	
4. Wait for the release of the resolution of	4. Prepare and sign the resolution of traffic apprehension	None	5 Minutes	MARIA BELINDA B. ADDURU Traffic Aide I



traffic	dispute.			(PTPMO)
apprehension				
dispute.	4.1 Present and discuss the resolution with the complainant and the traffic enforcer.			FERDINAND A. LEE Officer-in-Charge (PTPMO)
	a. Issue the			
	signed			
	resolution to			
	both parties. Total:	None	For simple	
	i Otai.	None	dispute =	
			1 Hour and	
			35 Minutes	
			For	
			complicated	
			dispute =	
			2 Hours and	
			5 Minutes	

94. Information Dissemination

The Liga ng mga Barangay (LIGA) Office disseminates information which affects all barangays for their immediate attention and concerns using electronic or other means.

Office or Division:	Liga ng mga Baranga	Liga ng mga Barangay (LIGA) Office		
Classification:	Simple			
Type of Transaction:	G2G – Government t	to Governme	nt	
Who may avail:	Public Information Officers of City Mayor's Office, DILG Pasay City Field Office, Pasay City Barangay Bureau (PCBB) and Barangays of the City of Pasay			
CHECKLIST OF F	REQUIREMENTS		WHERE TO	SECURE
Barangay-related mem	orandum (1 original)	City Mayor's Office, DILG, PCBB, Barangay		PCBB, Barangay
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit barangay- related	Acknowledge the submission of	None	5 Minutes	ANTONETTE M. EMATA Administrative Aide I



memorandum at the Receiving Section of Liga ng mga Barangay (LIGA) Office	barangay-related memorandum and return receiving copy to client			(LIGA Office)
2. Get the receiving copy of the memorandum at the Liga ng mga Barangay (LIGA) Office and sign the logbook upon receipt thereof	2. Disseminate memorandum to concerned barangay/s and keep a copy for file reference	None	1Day	ANTONETTE M. EMATA Administrative Aide I (LIGA Office)
	TOTAL:	None	1 Day, 5 Minutes	

95. Inspection and Accreditation of Meat Delivery Vehicles

The operators of vehicles, who deliver meat or meat products within the City, must secure first a clearance from the City Veterinarian's Office that their vehicles are safe for the said purpose.

Office or Division:	City Veterinarian's Office (CVO)		
Classification:	Simple		
Type of Transaction:	G2C – Governme	ent to Citizen	
Who may avail:		cles, who deliver meat or meat products within the City	
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE	
New:			
Principal			
Official Receipt and Cert		LTO	
Registration (O.R. & C.R	R.) (1 photocopy)		
Representative			
Official Receipt and Cert	ificate of	LTO	
Registration (O.R. & C.R	R.) (1 photocopy)		
Renewal:			
Principal			
Previous Official Receipt of Meat Delivery		City Treasurer's Office (CTO)	
Sticker			
Representative			
Previous Official Receipt	t of Meat Delivery	CTO	
Sticker			



	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
1. Present the requirements to the assigned personnel of the CVO.	Issue the corresponding order of payment to the client.	None	10 Minutes	FLORANTE C. PUNZALAN Meat Inspector I (CVO) ANTHONY T. DENUS Meat Inspector I (CVO) DENNIS I. ARENAS Local Revenue Collection Officer I (CVO) FELIX M. TORRENUEVA Pound Keeper I (CVO) ANGELITO W. INOCENTES Pound Keeper II (CVO) JOEL F. GALES Administrative Aide III (CVO) ANTONIO B. PALACIOS JR. Pound Keeper I (CVO)
2. Present the Order of Payment and pay the necessary fees to the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on the presented order of payment.	Truck – PHP 1,450 Van – PHP 1,190	5 Minutes	Cashier (CTO)
3. Present the OR	3. Issue Meat	None	5 Minutes	FLORANTE C. PUNZALAN



to the assigned personnel of the CVO for the issuance of meat delivery sticker.	Delivery Sticker to the client upon presentation of OR.			Meat Inspector I (CVO) ANTHONY T. DENUS Meat Inspector I (CVO) DENNIS I. ARENAS Local Revenue Collection Officer I (CVO) FELIX M. TORRENUEVA Pound Keeper I (CVO) ANGELITO W. INOCENTES Pound Keeper II (CVO) JOEL F. GALES Administrative Aide III (CVO) ANTONIO B. PALACIOS JR. Pound Keeper I (CVO)
	TOTAL:	Truck – PHP 1,450 Van – PHP 1,190	20 Minutes	

96. Issuance of Assistance on the Registration and Accreditation of Homeowners Association

The Urban Development and Housing Office (UDHO) offers assistance either for the President or Secretary of Homeowners Association (HOA) with regard to the registration and accreditation of their Association from the Department of Human Settlement and Urban Development (DHSUD).

Office or Division:	Urban Development & Housing Office (UDHO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	



Who may avail:	President or Secre	tary of the HC)A		
CHÉCKLIST O	F REQUIREMENTS		WHERE TO SE	CURE	
General Information Sheet (GIS) (1 original)		DHSUD			
Office Undertaking v		DHSUD			
Financial Statement		HOA			
Master List of Memb	· · · · · · · · · · · · · · · · · · ·	HOA			
Proof of Notice of El	. ,	HOA			
List of Qualified Vote	ers (1 original)	HOA			
Voter's Attendance	Sheet (1 original)	HOA			
Notarized Minutes o Directors (1 original)	f Election of Board of	HOA			
Notarized Minutes o		HOA			
Tally Sheet (1 origin	al)	НОА			
Election Committee	Report (1 original)	НОА			
Code of Ethics (1 or	iginal)	HOA			
Schematic Plan/Map	Schematic Plan/Map (1 original)		HOA		
Total of Lot Area (1	original)	HOA			
Authorization of HOA applicant is the Secretary (1 original)	A President (only if the etary)	HOA			
UDHO Certification	(1 original)	UDHO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all the requirements to the assigned staff at the UDHO.	Evaluate and verify completeness and authenticity of the submitted requirements. 1.1 Advise the HOA President/Secretary to proceed to DHSUD for submission of their	None	35 Minutes	BILLY Q. RODA Administrative Aide II (UDHO) FERNANDO E. RIVERA Administrative Aide IV (UDHO)	



complete and pre- evaluated requirements.		
TOTAL:	35 Minutes	

97. Issuance of BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)

Securing BIR Form 2307 from the City Accounting Office.

Office or Division:	City Accounting Office (CAcctgO) – Billing & Remittances Section				
Classification:	Simple	-			
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Contractors/supp				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
Principal					
Duly accomplished requi	isition form				
 Requisition form 		City Accounting Office			
- Data/information t	to be indicated in	Contractor/supplier			
the form	(
Tax Identification Number	, ,	Bureau of Internal Revenue			
Certificate of Registration		Bureau of Internal Revenue			
supplier/contractor) (1 or					
Any government ID card	(1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
Representative					
Duly accomplished requisition form					
- Requisition form		City Accounting Office			
 Data/information to be indicated in the form 		Person Represented (Contractor/supplier)			
Authorization letter or let	ter request (1	Person Represented (Contractor/supplier)			
original) Any government ID card	of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
represented (Contractor	•	Birt, Fost Office, Fox, 333, Gold, Colvieled, ETO			
original)	Supplier) (1				
Any government ID card	of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
representative (1 origina		2, . 33. 33, 1 3, 333, 3310, 3311LLLO, LTO			
Tax Identification Number		Bureau of Internal Revenue			
contractor/supplier	,				
Certificate of Registration	n (If new	Bureau of Internal Revenue			
supplier/contractor) (1 or					



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office-Receiving Section.	1. Retrieve the requested BIR form 2307.	None	20 Minutes	JULIE S. SERRANO Administrative Officer II (CAcctgO)
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the BIR form 2307 to the client.	None	2 Minutes	JULIE S. SERRANO Administrative Officer II (CAcctgO)
	TOTAL:	None	22 Minutes	

98. Issuance of Case Summary Report

The Pasay Social Welfare and Development Department prepares case study report for clients seeking for Financial, Burial, and Medical assistance.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Individuals in crisis situation, indigent individuals/families,,			
	poor/marginalized and disadvantaged individuals			
CHECKLIST OF	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
For Financial Assistance:				
Barangay Certificate/Indigency (1 original)		Barangay/Place of Residence		
Government issued to	dentification Card of	Bureau of Internal Revenue (BIR), Philippine Postal		



claimant and/or representative (1 photocopy, 1 original)	Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag- IBIG), Land Transportation Office (LTO)
For Burial/Funeral/Cremation Assistance:	
Duly Registered Death Certificate (1 certified true copy, 1 original)	Local Civil Registry Office (LCRO)
Funeral Contract (1 photocopy)	Servicing funeral parlor
Barangay Certificate/Indigency of requesting relative indicating the relationship with the deceased (1 original)	Barangay/Place of residency
Government Identification Card of the deceased (1photocopy, 1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Government Identification Card of the claimant (1 photocopy, bring original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
For Medical Assistance:	
Principal	
Hospital Bill/Promissory Note to Hospital (1 photocopy)	DOH Accredited Hospital
Latest Medical Abstract (1 photocopy)	DOH Accredited Hospital
Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy)	DOH Accredited Hospital
Latest Doctor's Prescription (for medicines) (1 photocopy)	Attending Physician
Referral Letter/Checklist from referring agency (1 original)	Referring Agency
Barangay Certificate (1 photocopy)	Barangay/Place of residency
Government issued Identification Card (1 photocopy, 1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Representative	
Hospital Bill/Promissory Note to Hospital (1 photocopy)	DOH Accredited Hospital
Latest Medical Abstract (1 photocopy)	DOH Accredited Hospital
Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy)	DOH Accredited Hospital



	Latest Doctor's Prescription (for medicines) (1 photocopy)		Attending Physician		
Referral Letter/Checklist from referring agency (1 original)		Agency where medical assistance was requested			
Barangay Certificate of the Person Represented (1 photocopy)		Barangay/Pl	ace of residency		
Government issued the person Represen (1 photocopy, 1 origin	dentification Card of ted	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG LTO			
Barangay Certificate/ the relationship with t (1 photocopy)	he patient	Barangay/PI	ace of residency		
For Burial Assistant Duly registered death		LCRO, PSA			
(1 certified true copy,	1 original)	FFFC TO	BBOCECCING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Register in the client's logbook at the receiving section of PSWDD.	Assist client in the registration.	None	1 Minute	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide (PSWDD) PHILIP N. TABAY Social Welfare Aide (PSWDD)	
2. Submit requirements to the Crisis Intervention Unit (CIU) at the PSWDD.	2. Check and verify the completeness of submitted requirements.2.1 Proceed with the intake	None	3 Minutes 20 Minutes	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide (PSWDD) PHILIP N. TABAY Social Welfare Aide	
3. Wait for the PSWDD to process your request.	3. Prepare the Social Case Summary Report to be signed by	None	30 Minutes	(PSWDD) AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD)	



	the assigned Social Worker.			DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD) DANIELLA LOUISE L. DARAN Social Welfare Officer I (PSWDD)
4. Claim the Social Case Summary Report once released, upon signing the duplicate copy thereof at the PSWDD.	4. Issue/release the Social Case Summary Report to the client.	None	2 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD) DANIELLA LOUISE L. DARAN Social Welfare Officer I (PSWDD)
	TOTAL:	None	56 Minutes	

99. Issuance of Certificate of Completion or Clearance

The Pasay City Environment and Natural Resources Office (PCENRO) environmental police apprehends those who are violating environmental laws and City Ordinances. Certificate of clearance will be issued for those who opted to pay the fine for the said violation; otherwise, certificate of completion will be issued for those who rendered community service within the set period thereof.

Certificate of Clearance:

Office or Division:	Pasay City Environment and Natural Resources Office (PCENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
	QUITE III C	WILEKE TO SESSIVE		
Environmental violation	• -	PCENRO		
	receipt (1 original)			



	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Proceed to PCENRO and submit the Environmental Violation receipt (EVR).	Receive the EVR and issue order of payment to the client.	None	5 Minutes	MYRACHEL J. LIBAO, Administrative Assistant II, (PCENRO)
2.	Proceed to the City Treasurer's Office (CTO) and pay the amount indicated in the order of payment.	2. Issue Official Receipt (OR) to the client.	1st Offense – PHP 500 Succeeding Offense – PHP 1,000	10 Minutes	Cashier, (CTO)
3.	Present the OR to the Environmental Police Secretary of the PCENRO.	3. Issue certificate of clearance to the client.	None	5 Minutes	MYRACHEL J. LIBAO Administrative Assistant II, (PCENRO)
		TOTAL:	1 st Offense PHP 500 Succeeding Offense PHP 1,000	20 Minutes	

Certificate of Completion:

Office or Division:	Pasay City Environment and Natural Resources Office (PCENRO)			
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF RE	REQUIREMENTS WHERE TO SECURE			
Environmental violation receipt		PCENRO		
(1 original)	·			
Government Issued I.D. Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(1 photocopy)				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PCENRO and submit the Environmental Violation receipt (EVR).	1. Receive the EVR and set the schedule for those who will render community service.	None	5 Minutes	MYRACHEL J. LIBAO, Administrative Assistant II, (PCENRO)
2. Submit attendance sheet and photo as proof of rendered community service to the environmental police secretary.	2. Issue certificate of completion to the client.	None	5 Minutes	MYRACHEL J. LIBAO Administrative Assistant II, (PCENRO)
	TOTAL:	None	10 Minutes	

100. Issuance of Certificate of Conformance (Coc) Prior to Occupancy

The Certificate of Conformance (Prior to Occupancy) is issued by the City Planning and Development Office (CPDO) prior to the issuance of the Certificate of Occupancy by the Building Official, to ensure that the building complies with the plans that have been submitted to, and approved by the Zoning Administrator.

For Simple Structure:

i oi oiiiipic ou actaic.	or simple structure.				
Office or Division:	City Planning and Development Office (CPDO)				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governm	nent to Citizen			
Who may avail:	Developers/Pro	perty Owners			
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE			
Duly accomplished Certi	ficate of	f			
Completion (1 original)					
	Room 315, One-Stop Shop for Construction Permit				
 Certificate of Comp 					
 Details to be indicated 	ated in the form	form Developers/Property Owners			
Locational Clearance (1 photocopy) Developer/Property Owner		Developer/Property Owner			
Photo of the built-structu	Photo of the built-structure (2 original) Developer/Property Owner				
Approved Plan and/or Bl	lueprint	Developer/Property Owner			



(if applicable) (1 origin	nal)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OSCP Division, OBO for the preliminary assessment of documents.	Note: Person responsible at the OSCP (OBO) shall be the one to receive and conduct preliminary assessment of the application and shall forward the same to the Zoning Plan evaluator for assessment and preparation of OP 1. Prepare Order of Payment (OP) based on the documents and plans submitted and endorse the same to the Liaison/ Collector Personnel for inclusion to the One- Time- Assessment.	Please refer to the table below representing the list of zoning fees.	20 Minutes	JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)
Present the Order of Payment to the detailed CTO	2. Receive the photocopy of the OR,	None	7 Minutes	MARIAN M. MAGDALITA Administrative Assistant I



n a ma a mus a la a talla a	#0.00#cl 5:5-d			(CPDO)	
personnel at the	record, and			(СРБО)	
OSCP Division,	print the				
OBO for the	Certificate of				
payment of fees.	Conformance				
	(Prior to				
2.1 Upon payment,	Occupancy).				
proceed to					
OSCP and					
submit the					
photocopy of					
the issued OR.					
3. Claim the Certificate of Conformance (CoC) Prior to Occupancy from the releasing personnel of the OSCP Division, OBO.	3. Release the Certificate of Conformance to the Liaison/Collect or Staff of the OSCP, Division, OBO. Note: The releasing personnel at the OSCP shall be the one to release the CoC, together with the other permits, to the client.	None	3 Minutes	RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)	
	TOTAL:	*CoCF + IF =	30 Minutes		
	N SS Milliates				
Per City Ordinance No. 5718, Series of 2016					

*Legend:

 \mathbf{CoCF} (Certificate of Occupancy Fee) + \mathbf{IF} (Inspection Fee) = \mathbf{N} (Total Fees)

LEGAL BASIS:



- City Ordinance No. 5718, S 2016
- Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)

SCHEDULE OF OCCUPANCY FEES:

1. (1. Certificate of Occupancy (Prior to Occupancy) Fees:					
	in the secondaries (in the secondaries), in secondaries					
a.	Residential	PHP 500.00 (Occupancies shall be dwellings)				
b.	Residential, Hotel and apartments (Occupants shall be multiple dwelling units, boarding or lodging houses, hotels, apartment buildings, row-houses and other similar building each of which accommodates more than 10 persons)	PHP 800.00				
c.	Institutional	PHP 400.00				
d.	Business and Mercantile:					
	d.1. Division 1 (Wholesale and Retail Stores, Office Buildings, Dining Establishments having and occupant load of less than 10 persons, printing shops, paint stores without bulk Handling)	PHP 600.00				
	d.2. Division 2 (Gasoline filling and Service Stations warehouse, open parking garages, drinking & dining establishments having an occupant load of more than 50 persons, memorial parks, cemeteries, cellular mobile base stations)	PHP 900.00				
e.	Industrial	PHP 1,000.00				
	e.1. Division 1 (Occupancies shall include wood working establishments planning mills, garment factories, steel fabrication)	PHP 800.00				
	e.2. Division 2 (Occupancies shall include: ice plants,					



	power plants, Pumping plants, crematories, storage and sales room for incombustible materials)	PHP 1,000.00
f.	Special Uses	PHP 1,000.00
g.	Accessory (Occupancies shall include: Private Garage, Carports, sheds, fences over 1.80 meters, tanks)	PHP 500.00
2. I	nspection Fees:	
a.	Residential (single-detached, single-attached/zero lot line and duplex type)	PHP 400.00
b.	Commercial establishment including apartments, mass housing, townhouses, residential condominium, etc. constructed primarily for gain purposes	PHP 600.00
C.	Industrial establishments	PHP 800.00
d.	Institutional (schools, hospital, etc.)	PHP 400.00
e.	Memorial Parks/Cemeteries	PHP 700.00
f.	Light Industrial	
	f.1 Manufacturing f.2 Non-manufacturing	PHP 800.00 PHP 800.00
g.	Telecommunications/Towers	PHP 600.00
h.	Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800.00
i.	Yards utilized for commercial purposes	PHP 600.00



j.	Yards utilized for industrial purposes	PHP 800.00
k.	Yards utilized for institutional purposes	PHP 400.00
Per	City Ordinance No. 5718, series of 2016	

For Complex and Highly Technical Development:

Office or Division:	City Planning ar	City Planning and Development Office (CPDO)		
Classification:	Simple			
Type of Transaction	: G2C – Governm	G2C – Government to Citizen		
Who may avail:		Developers/Property Owners		
CHECKLIST OF R			WHERE TO SE	CURE
Duly accomplished C		Room 211, CPI	00	
Completion (1 photoc				
Locational Clearance	1 1 1	Developer/Prop	•	
Photo of the built-stru		Developer/Prop	•	
Approved Plan and/o		Developer/Prop	erty Owner	
(if applicable) (1 set of	of blue print)			
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
Submit duly	1 . Perform	None	20 Minutes	MARIAN M.
accomplished	preliminary			MAGDALITA
application form	assessment			Administrative
and	and			Assistant I
documentary	evaluation of			(CPDO)
requirements to	sufficiency of			RICHELLE ANNE T.
the receiving	submitted			PERDON
section of the	requirements.			Administrative Aide IV
CPDO at Rm			1 Day	(CPDO)
No. 211.	1.1 Conduct		1 Day	,
	ocular			MA. TERESA M.
	inspection/			CASTILLO
	site			Zoning Officer IV
	verification			(CPDO)
	(as needed)			JESS R. BOCES
				Zoning Officer I
	4.0.00000000000000		- I I	(CPDO)
	1.2 Conduct an		5 Hours	(01 50)
	inspection of			VIRGILIO P. DE
	all submitted			JESUS
	documents			Zoning Inspector I
	and plans and			



		aggamaliah			(CPDO)
		accomplish the evaluation sheet based on the findings concluded by the Zoning Administrator.			(CPDO)
		1.3 Issue the Order of Payment after careful evaluation and approval of all documents and plans by the Zoning Administrator.		5 Minutes	RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)
2.	Present the Order of Payment and pay the necessary fees at the Cashier Area of the City Treasurer's Office.	2. Issue the Official Receipt (OR) to the client.	Please refer to the table below representing the list of zoning fees.	5 Minutes	Cashier (CTO)
3.	Present the Official Receipt (OR) and 1 photocopy to the receiving personnel of the CPDO and claim the Certificate of Conformance (CoC) Prior to Occupancy.	3. Receive the photocopy of OR and record its details. 3.1 Forward all the assessed documentary requirements for CoC encoding and	None	20 Minutes	RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)



рі	rinting.			
and the of Co (Pr	ocode, print, d release e Certificate onformance rior to ecupancy) to			
the	e client.			
	TOTAL:	*COF + IF = N	1 Day, 5 Hours,	
			and 50 Minutes	
Per City Ordinance No. 5718, series of 2016				

*Legend:

COF (Certificate of Occupancy Fee) + **IF** (Inspection Fee) = **N** (Total Fees)

SCHEDULE OF OCCUPANCY FEES:

1. Certificate of Occupancy (Prior to Occupancy) Fees:	
a. Residential	PHP 500.00 (Occupancies shall be dwellings)
b. Residential, Hotel and apartments (Occupants shall be multiple dwelling units, boarding or lodging houses, hotels, apartment buildings, row-houses and other similar building each of which accommodates more than 10 persons)	PHP 800.00
c. Institutional	PHP 400.00
d. Business and Mercantile:	
d.1. Division 1 (Wholesale and Retail Stores, Office Buildings, Dining Establishments having and occupant load of less than 10 persons, printing shops, paint stores without bulk Handling)	PHP 600.00



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d.2. Division 2 (Gasoline filling and Service Stations warehouse, open parking garages, drinking & dining establishments having an occupant load of more than 50 persons, memorial parks, cemeteries, cellular mobile base stations)	PHP 4 000 00
e. Industrial	PHP 1,000.00
e.1. Division 1 (Occupancies shall include wood working establishments planning mills, garment factories, steel fabrication)	PHP 800.00
e.2. Division 2 (Occupancies shall include: ice plants, power plants, Pumping plants, crematories, storage and sales room for incombustible materials)	PHP 1,000.00
f. Special Uses	PHP 1,000.00
ii openia coo	
g. Accessory (Occupancies shall include: Private Garage, Carports, sheds, fences over 1.80 meters, tanks)	PHP 500.00
2. Inspection Fees:	
a. Residential (single-detached, single-attached/zero lot line and duplex type)	PHP 400.00
b. Commercial establishment including apartments, mass housing, townhouses, residential condominium, etc. constructed primarily for gain purposes	PHP 600.00
c. Industrial establishments	PHP 800.00
d. Institutional (schools, hospital, etc.)	PHP 400.00
e. Memorial Parks/Cemeteries	



		PHP 700.00
f.	Light Industrial	
	f.1 Manufacturing f.2 Non-manufacturing	PHP 800.00 PHP 800.00
g.	Telecommunications/Towers	PHP 600.00
h.	Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800.00
i.	Yards utilized for commercial purposes	PHP 600.00
j.	Yards utilized for industrial purposes	PHP 800.00
k.	Yards utilized for institutional purposes	PHP 400.00
Per	City Ordinance No. 5718, series of 2016	

101. Issuance of Certificate of Conformance for New Applicants

The Certificate of Conformance (CC) is issued by the City Planning and Development Office (CPDO) to business establishments prior to the granting of Business/License Permit, certifying that the proposed kind of business conforms to the provisions of City Ordinance No. 5718, series of 2016.

For Simple transactions:

Simple transactions - applications or requests submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government.

Office or Division:	City Planning and Development Office (CPDO)		
Classification:	Simple		
Type of Transaction:	G2C – Governme	ent to Citizen	
Who may avail:	Business Establishments Owners		
CHECKLIST OF REC	OF REQUIREMENTS WHERE TO SECURE		
Duly accomplished application form for		BPLO	
Business Permit (1 original and			
1 photocopy)			
Transfer Certificate of Title (1 photocopy)		Registry of Deeds	



or				
Lease Agreement (if lessee) (1 photocopy)		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the necessary requirements to the receiving personnel at the Room 211, CPDO.	 Conduct preliminary assessment and evaluation of submitted requirements. Sign the space provided in the application form for Business Permit, indicating that the proposed business is conforming. Note: If the application is nonconforming to the land use, a Notice of Disapproval shall be issued to the owner/applicant indicating the grounds for disapproval. 	None	5 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO) RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO) MA. TERESA M. CASTILLO Zoning Officer IV (CPDO) ENGR. ACHILLES L. ROBISO, ENP Planning Officer IV (CPDO) JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)
2. Present the original copy and photocopy of the OR to the assigned personnel at the BPLO receiving	2. Receive the photocopy of the OR, and record the details of the evaluated documents.	None	5 Minutes	BPLO Staff (BPLO)



area at Room 209.						
2.1 Claim the Certificate of Conformance (Prior to Business Permit Application).	2.1 Print and release the requested Certificate of Conformance (Prior to Business Permit Application) to the client.			RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)		
	TOTAL:	*BPA + BPF =	10 Minutes			
	N					
Per City Ordinance No. 5718, Series of 2016						

*Legend:

BPA (Business Permit Application for 1^{st} time) + **BPF** (Business Permit Fee) = **N** (Total Fees)

1. BPA (Business Permit Application for 1st time = PhP125.00

SCHEDULE OF BUSINESS PERMIT FEES:

a.	Residential for rent/lease (single-detached, single-attached/zero lot line, and duplex type)	PHP 600.00
b.	Commercial establishment including apartments, mass housing townhouses, residential condominium, etc. operated primarily for gain purposes	PHP 600.00
C.	Industrial establishments	PHP 800.00
d.	Institutional (schools, hospitals, etc.)	PHP 500.00
e.	Memorial Parks/Cemeteries	PHP 800.00
f.	Telecommunications/Towers	PHP 800.00
g.	Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 1,000.00



h. Yards utilized for commercial purposes	PHP 800.00			
i. Yards utilized for industrial purposes	PHP 800.00			
j. Yards utilized for institutional purposes	PHP 500.00			
Note: Section 75. Application for Business and License Permit. — Any person applying for issuance of business and license permit shall secure from the ZA the Certificate of Conformance or Certificate of Non- Conformance prior to the issuance of business and license permit. In addition to the payment of a PHP 125.00 business permit. Per City Ordinanae No. 5719, parion of 2016				
Per City Ordinance No. 5718, series of 2016				

102. Issuance of Certificate of Indigency

The Pasay Social Welfare and Development Department issues certificate of Indigency to clients requesting legal assistance from Public Attorney's Office.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)		
Classification:	Simple		
Type of	G2C – Governmen	t to Citizen	
Transaction:			
Who may avail:	Individuals in crisis	situation, indigent individuals/families,	
		and disadvantaged individuals	
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE	
Barangay Certificate/In	digency	Barangay/Place of Residency	
(1 original, 1 photocopy	y)		
Certificate of No Real F	Property	City Assessor's Office (CAssrO)	
(1 original, 1 photocopy	y)		
Certificate of No Business (1 photocopy,		Business Permits and Licensing Office (BPLO)	
1 original)			
Government issued Identification Card		Bureau of Internal Revenue (BIR), Philippine Postal	
(1 photocopy, 1 original)		Corporation (Post Office), Department of Foreign	
		Affairs (DFA), Philippine Statistics Authority (PSA),	
		Social Security System (SSS), Government Service	
		Insurance System (GSIS), Home Development	
		Mutual Fund (Pag- IBIG), Land Transportation Office	
(LTO)		,	
Income Tax Return (ITR) or		BIR or HR of agency/company	
Payslip (1 photocopy)	(if employed)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PSWDD Unit Office with jurisdiction over your place of residence and	Assist client in the registration.	None	1 Minute	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
register in the client's logbook.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO



				Social Welfare Officer II/In-Charge (Maricaban Unit Office) KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office) CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
2. Submit requirements to the PSWDD Unitin-Charge.	2. Check and verify the completeness of submitted requirements.	None	30 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA
2.1 Present yourself for initial interview and assessment at the PSWDD Unit Office.	2.1 Conduct the intake interview with the client.			Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)



	ROCHELLE L.
	AÑONUEVO
	Social Welfare Officer I/In-Charge
	(Sta. Clara 2 Unit)
	JESSA A.
	HENSON
	Social Welfare Officer I/In-Charge
	(Sta. Clara 1 Unit
	Office)
	GEORGIA Y. ERIE
	Social Welfare
	Officer II/In-Charge (San Jose Unit
	Office)
	SYRILL O.
	HUERTAZUELA
	Social Welfare Officer I/In-Charge
	(Malibay Unit
	Office)
	JHOANNA MARIE
	N. NEO Social Welfare
	Officer II/In-Charge
	(Maricaban Unit Office)
	•
	KAREN KRISTINE D. ALBA
	Social Welfare
	Officer I/In-Charge (Villamor Air Base
	Unit Office)
	JERUSALEMA B.
	BENITEZ
	Social Welfare Officer I/In-Charge
	(San Rafael Unit
	Office)
	KAREN J.



		1		
				RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
3. Expect a home visit from a Social Worker or staff of PSWDD Unit Office.	3. Conduct home visit at the residence of the client.	None	1 Day and 1 Hour	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
	3.1. Prepare the assessment report.			JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O.



	<u> </u>			
				HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
4. Wait for the PSWDD to completely process your requested	4. Prepare the Certificate of Indigency to be signed by the Head of PSWDD.	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
document.	1.000 011 01100.			JULIETH S. DURIA Social Welfare Officer II/In-Charge



		(San Isidro Unit)
		CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
		ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
		JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
		GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
		SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
		JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
		KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)
<u> </u>	458	



				JERUSALEMA B. BENITEZ Social Welfare
				Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
5. Claim the Certificate of Indigency and Eligibility, upon signing the duplicate copy	5. Issue/release the Certificate of Indigency to the client.	None	3 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
thereof at the PSWDD Unit Office.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)



				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				KAREN KRISTINE D. ALBA Social Welfare Officer I/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I/In-Charge (San Roque Unit Office)
	TOTAL	None	1 Day, 1 Hour	,
1		460	•	



and 39 Minutes	

103. Issuance of Certificate of Indigency and Eligibility

The Pasay Social Welfare and Development Department issues certificate of Indigency to clients which can be used for assistance such as Financial, Burial, Funeral, Cremation Educational, Medical, Take Care I Care Registration and Correction of Certificate of Live Birth.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)		
Classification:	Simple		
Type of	G2C – Government to Citizen		
Transaction:			
Who may avail:		crisis situation, indigent individuals/families,	
		and disadvantaged individuals	
CHECKLIST OF RI		WHERE TO SECURE	
For Financial Assista			
Barangay Certificate/In (1 original)		Barangay/Place of Residence	
Government issued Ide	entification Card	Bureau of Internal Revenue (BIR), Philippine Postal	
(1 original)		Corporation (Post Office), Department of Foreign	
		Affairs (DFA), Philippine Statistics Authority (PSA),	
		Social Security System (SSS), Government Service	
		Insurance System (GSIS), Home Development Mutual Fund (Pag- IBIG), Land Transportation Office	
		(LTO)	
For Burial/Funeral/Cr	emation		
Assistance:			
Duly Registered Death	Certificate	Local Civil Registry Office (LCRO)	
(1 certified true copy, 1	original)		
Funeral Contract (1 ph	17. 0 /	Servicing funeral parlor	
Barangay Certificate/In		Barangay/Place of residency	
requesting relative indi			
relationship with the de	<u> </u>		
Government Identificat		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
deceased (1 photocopy	y, i originai)	LTO	
Government Identification Card of the		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,	
claimant (1 photocopy, 1 original)		LTO	
For Educational Assi	stance:		
Minor Applicant			
TOR or Report Card (1 copy)	certified true	DEP-Ed or CHED Accredited School	



School Identification Card (1 photocopy)	DEP-Ed or CHED Accredited School
Certificate of enrolment (1 certified true	DEP-Ed or CHED Accredited School
copy, 1 original)	
Voter's Identification Card or Voter's	COMELEC
Registration Record (VRR) of the	
Parent/Guardian (1 photocopy)	
Barangay Certificate of Parent/Guardian	Barangay/Place of Residence
indicating the relationship to the applicant	
(1 photocopy)	
Checklist of Requirements originally	Office where educational assistance is requested
signed by the requesting party (1 original)	
Adult Applicant	
TOR or Report card (1 certified true copy)	DEP-Ed or CHED Accredited School
School ID Card (1 photocopy)	DEP-Ed or CHED Accredited School
Certificate of enrolment (1 certified true	DEP-Ed or CHED Accredited School
copy, 1 original)	00145150
Voter's ID or VRR (1 photocopy)	COMELEC
Barangay Certificate (1 photocopy)	Barangay/Place of Residence
Checklist of Requirements with original	Office where educational assistance is requested
sign of the requesting party (1 original)	
For Medical Assistance:	
For Medical Assistance: Principal	
	DOH Accredited Hospital
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy)	DOH Accredited Hospital
Principal Hospital Bill/Promissory Note to Hospital	DOH Accredited Hospital DOH Accredited Hospital
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy)	DOH Accredited Hospital
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy)	·
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and	DOH Accredited Hospital
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy)	DOH Accredited Hospital DOH Accredited Hospital
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring	DOH Accredited Hospital DOH Accredited Hospital
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring agency (1 original)	DOH Accredited Hospital DOH Accredited Hospital Attending Physician Referring Agency
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring	DOH Accredited Hospital DOH Accredited Hospital Attending Physician
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring agency (1 original)	DOH Accredited Hospital DOH Accredited Hospital Attending Physician Referring Agency
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card (1 photocopy, 1 original)	DOH Accredited Hospital DOH Accredited Hospital Attending Physician Referring Agency Barangay/Place of residency
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card	DOH Accredited Hospital DOH Accredited Hospital Attending Physician Referring Agency Barangay/Place of residency BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card (1 photocopy, 1 original) Representative Hospital Bill/Promissory Note to Hospital	DOH Accredited Hospital DOH Accredited Hospital Attending Physician Referring Agency Barangay/Place of residency BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card (1 photocopy, 1 original) Representative	DOH Accredited Hospital DOH Accredited Hospital Attending Physician Referring Agency Barangay/Place of residency BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Principal Hospital Bill/Promissory Note to Hospital (1 photocopy) Latest Medical Abstract (1 photocopy) Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy) Latest Doctor's Prescription (for medicines) (1 photocopy) Referral Letter/Checklist from referring agency (1 original) Barangay Certificate (1 photocopy) Government issued Identification Card (1 photocopy, 1 original) Representative Hospital Bill/Promissory Note to Hospital	DOH Accredited Hospital DOH Accredited Hospital Attending Physician Referring Agency Barangay/Place of residency BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO



Protocol/Quotation for Chemotherapy and Hemodialysis (1 photocopy)		DOH Accredite	d Hospital	
Latest Doctor's Pres (for medicines) (1 ph		Attending Phys	sician	
Referral Letter/Checagency (1 original)	klist from referring	Referring Ager	ісу	
Barangay Certificate Represented (1 pho	tocopy)	Barangay/Plac	e of residency	
the person Represe 1 original)		BIR, Post Offic LTO	e, DFA, PSA, SS	S, GSIS, Pag-IBIG,
the relationship with (1 photocopy)	•	Barangay/Plac	Barangay/Place of residency	
Registration/Corretthe Civil Registrar	ction of Live Birth at			
Barangay Certificate	(1 photocopy)	Barangay/Place of residency		
Government issued (1 photocopy, 1 orig		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Birth Certificate (1 con 1 original)	ertified true copy,	PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the client's logbook at the receiving section of PSWDD.	Assist the client in the registration.	None	1 Minute	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide (PSWDD) PHILIP N. TABAY Social Welfare Aide (PSWDD)



2. Submit requirements to the Crisis Intervention Unit at the PSWDD.	2. Check and verify the completeness of submitted requirements.	None	5 Minutes	SAYORI M. RAMOS Day Care Worker I (PSWDD) JENNYLYN L. COSTA Social Welfare Aide
2.1 Present yourself for an initial interview and assessment thereat.	2.1 Conduct the intake interview and assessment with the client.		15 Minutes	(PSWDD) PHILIP N. TABAY Social Welfare Aide (PSWDD) AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD) DANIELLA LOUISE L. DARAN Social Welfare Officer I
3. Wait for the release of Certificate Indigency and Eligibility from the PSWDD.	3. Prepare Certificate of Indigency and Eligibility to be signed by the Head of PSWDD.	None	6 Minutes	(PSWDD) AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD) DANIELLA LOUISE L. DARAN Social Welfare Officer I



A. Claire the		None	Q Minuta a	(PSWDD)
4. Claim the Certificate of Indigency and Eligibility once released, upon signing the duplicate copy thereof at the PSWDD.	4. Issue/release the Certificate of Indigency and Eligibility to the client.	None	2 Minutes	AGUSTIN M. PRESENTACION Social Welfare Officer I (PSWDD) DAN WYSINWYG OLAN G. BRENCHES Social Welfare Officer I (PSWDD) DANIELLA LOUISE L. DARAN Social Welfare Officer I (PSWDD)
	TOTAL:	None	29 Minutes	

104. Issuance of Certificate of Zoning Classification (CZC)

The Certificate of Zoning Classification is issued by the City Planning and Development Office (CPDO)/City Zoning Administrator to the owners of lands/properties, citing the Zoning Classification of a particular land based on the City Zoning Ordinance.

Office or Division:	City Planning and	City Planning and Development Office (CPDO)		
Classification:	Simple	Simple		
Type of Transaction	: G2C – Governme	ent to Citizen		
Who may avail:	Developers/Prop	erty Owners		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Letter request (1 origi	nal)	Developer/Property Owner		
Vicinity/Location Map		Geodetic Engineer/ Property owners		
(1 photocopy)				
Transfer Certificate of	Transfer Certificate of Title (TCT)		ds	
(1 certified true copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit the documentary requirements to the assigned personnel of the CPDO receiving area.	1. Receive and acknowledge receipt of documentary requirements; and conduct preliminary assessment thereof.	None	10 Minutes	RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)
	1.1 Prepare Order of Payment.			VIRGILIO P. DE JESUS Zoning Inspector I (CPDO) JESS R. BOCES Zoning Officer I (CPDO)
2. Pay the necessary fees at the cashier area of the City Treasurer's Office (CTO).	2. Issue Official Receipt (OR) to the client.	PHP100.00	5 Minutes	Cashier (CTO)
3. Present OR to the assigned personnel of the CPDO receiving area.	3. Receive the details of payment and forward all the assessed documentary requirements for encoding and printing of Certificate of Zoning Classification.	None	15 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO)
Claim the Certificate of Zoning Classification at	4. Release the Certificate of Zoning Certificate to the client.	None	5 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO)



the releasing				RICHELLE ANNE T.
area of the				
CPDO.				PERDON
				Administrative Aide IV
				(CPDO)
	TOTAL:	PHP 100	35 Minutes	

105. Issuance of Certification for Non-Ownership of Business Establishment

Any person may request from the Business Permits and Licensing Office a document certifying that the person requesting is not an owner of business establishment based on the database of registered business establishments in Pasay, to avail the services of other agencies such as Medical/Financial Assistance (Social Welfare Services) and Legal Assistance (PAO Services).

Office or Division:	Business Permits and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Governmer	nt to Citizen		
Who may avail:	Any indigent resident	ent of Pasay City		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Principal:				
Duly Accomplished Form:				
 Request Form Details/information to be indicated in the request form 		BPLO Requesting Party		
Valid Identification Card (1 original and 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Barangay Clearance (1 phot	осору)	Office of the Barangay where the indigent individual resides		
Certificate of Indigency(1 photocopy)		Pasay Social Welfare and Development Department (PSWDD) (Room 220)		
Request letter addressed to BPLO Head (1 original)		Indigent individual		
Representative:				
Duly Accomplished Form: (1 original copy) - Request Form		BPLO Representative		



		T		
- Details/information to be indicated in				
the request form				
Valid Identification Card of the person represented and the representative (1 original		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
and 1 photocopy)				
Barangay Clearance (1 photocopy)		Devictored Developers of indicate individual		
3 7 1 177		Registered Barangay of indigent individual PSWDD		
Certificate of Indigency (1 photocopy) Request letter addressed to BPLO Head		F3/VUU		
(1 original)		Indigent individual represented		
(1 original) AGENCY		FEES TO PROCESSING PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Fill out the request form/slip and submit to the assigned personnel at the BPLO transaction window. 2. Pay the required fees at the City Treasurer's Office.	1. Receive the complete requirements and verify based on the records. 1.1 Once verified, issue Order of Payment. 2. Issue Official Receipt (OR) to the client based on submitted order of payment from the BPLO.	PhP40.00 PER COPY	15 Minutes 15 Minutes	CATHERINE L. DE LEON Social Welfare Aide, (BPLO) CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall
3. Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO Nursing Attendant I (BPLO)
TOTAL:		PhP40.00 PER COPY	1 Hour	

106. Issuance of Certification for Registered Business (Access to Record)

The Business Permits and Licensing Office of the City Government of Pasay may issue a document certifying the existence or non-existence of a business establishment based on the database of registered businesses in Pasay to any business owner or government agency/institution or juridical person who may want to secure valid information (Access to Record), subject to the provision of the R.A. No. 10173 also known as "Data Privacy Act of 2012".



Office or Division: Business Permits and Licensing Office (BPLO)					
Classification:	Simple	- - - - - - -	\		
Type of Transaction:	G2B – Governmer	nt to Business, (G2G- Governmen	t to Government	
Who may avail:	Business Owner (I		ical) and Governn	nent	
	Agencies/Institutio				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	JRE	
Principal:	(4 ' ' ' ')				
Duly Accomplished Form:	(1 original)				
 Request Form Details/information to be indicated in the request form 		BPLO Requesting Pa			
Valid Identification Card (1 original and		ernal Revenue (Bl	, .	
1 photocopy)		Statistics Auth System (SSS) System (GSIS	ation (Post Office) nority (PSA), Social, Government Se S), Commission or Land Transportat	al Security rvice Insurance n Election	
Request letter addressed (1 original)	to BPLO Head	Person/office/agency/institution represented			
Representative:					
Duly Accomplished Form:	(1 original)				
Request FormDetails/informationthe request form	to be indicated in	BPLO Representativ	e		
Valid Identification Card o	f the person	DID Doot Office	00 DCA CCC CC	SIS COMELEC	
represented and the repre	esentative (1 original	LTO	ce, PSA, SSS, GS	SIS, COIVIELEC,	
and 1 photocopy)					
Request letter addressed (1 original)	to BPLO Head	Requesting Pa	arty represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the request	1. Receive the	None	30 Minutes	CATHERINE L.	
form/slip and submit complete				DE LEON Social Welfare	
it to the assigned	requirements			Aide,	
personnel at the	and verify the			(BPLO)	
BPLO transaction availability of the					
window.	requested record				
	from the				
	database				



2. Pay the required fees at the City Treasurer's Office.	 1.1 Once verified, issue Order of Payment. 2. Issue Official Receipt (OR) to the client based on submitted order of payment from the BPLO. 	PHP40.00 Government Agencies/ Institutions - None	15 Minutes	CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall
3. Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO Nursing Attendant I, (BPLO)
	TOTAL:	PHP40.00 Government Agencies/ Institutions - None	1 Hour and 15 Minutes	

107. Issuance of Certification of No Pending Administrative Case

Securing Certification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for bank loans, separation benefits and other related purposes.

Office or Division:	City Legal Office (City Legal Office (CLO)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governme	nt to Government			
Who may avail:	Employees of the	City Government who are applying for bank loans,			
	separation benefit	s and other related purposes.			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE				
Duly accomplished requ	est form				
(1 original)					
 Request Form 	City Legal Office				
 Details to be indic 	cated in the form Requesting Party				
Duly accomplished Clearance Form					
(1 photocopy)					
- Clearance Form City Legal Office		City Legal Office			
 Details to be indicated in the form 		Requesting Party			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the duly accomplished request form to the Receiving/ Releasing Staff of the CLO.	Receive and check the completeness of request form and the submitted requirements.	None	2 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I (CLO)
2. Wait for the order of payment to be issued at the CLO.	2. Verify if the requesting party is included in the lists of employees with pending administrative case, then issue order of payment.	None	5 Minutes	MITZIE T. ALVARADO Administrative Aide VI (CLO) GEOVANI S. DE LA TORRE Administrative Aide IV (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I (CLO)
3. Pay the required fee to the City Treasurer's Office (CTO)	3. Receive payment and issue Official Receipt (OR) to the client.	PHP 100	5 Minutes	Teller (CTO)



4. Submit the OR to Frontline Service Section of CLO.	4. Check the OR and prepare the requested Certification.	None	8 Minutes	MITZIE T. ALVARADO Administrative Aide VI (CLO)
				GEOVANI S. DE LA TORRE Administrative Aide IV (CLO)
	4.1 Review, check and sign the prepared certification.			ATTY. SEVERO C. MADRONA JR. City Legal Officer II (CLO)
5. Claim the requested certification at the CLO.	5. Release the certification to the requesting party then keep the receiving copy for future file/reference.	None	5 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO)
	TOTAL:	PHP 100	25 Minutes	,

108. Issuance of Certification of Registered Market Stall Holders

Tenants/Stallholders may request for the issuance of a certification from the Pasay City Public Market that they are duly registered tenants/stallholders.

Office or Division:	Pasay City Public Market (PCPM)					
Classification:	Simple	Simple				
Type of Transaction:	G2B – Governmen	t to Business				
Who may avail:	Tenants/Stallholders					
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE					
Principal:						
Valid Government-issued	nt-issued ID Card BIR, Post Office, DFA, PSA, SSS, GSIS,					
(1 original)	Pag-IBIG, PSA, LTO, DFA					
Duly Accomplished Requ	uly Accomplished Request Form:					
 Application Form 		Administration Office of PCPM				



Dotoila/informat	ion to be indicated in	Tenant/Stallh	oldor	
the request form		i enani/Stalin	uluei	
Representative:				
Authorization Letter (1 original)		Person Repre	esented (Applican	t)
Valid Government-issu			SIS, LTÒ, Pag-IB	
Person Represented (Tenant/Stallholder)	Post Office, F		,
(1 original, 1 photocopy	y)			
Valid Government-issu	ed ID Card of the	DFA, SSS, G	SIS, LTO, Pag-IB	IG, COMELEC,
Representative (1 origi		Post Office, F	PhilHealth	
Duly Accomplished Re	•			
- Application Forr			n Office of PCPM	
	ion to be indicated in	Person Repre	esented (Tenant/S	Stallholder)
the request form		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit duly	1. Accept and	None	5 Minutes	MARJORIE ANN
accomplished	acknowledge			M. SAN LUIS
request form to	receipt of the			Market Inspector I
the receiving	request form			(PCPM)
section of	_			REYNALDO DC.
Administration	1.1 Issue Order			SAN JUAN
Office of PCPM	of Payment			Administrative
located at the 1 st	to the client.			Aide I
Floor of Pasay				(PCPM)
City Public Market.				
	2. Issue official	PHP40.00	5 Minutes	Cashier
2. Pay the certification fee at	receipt (OR)	per stall	5 Minutes	(City Treasurer's
the Cashier	based on the	per stall		Office)
located at 2 nd	order of payment			,
Floor near parking	presented by the			
area of Pasay City	client.			
Mall.				
3. Return to	3. Check the OR	None	10 Minutes	REYNALDO DC.
receiving section	and prepare the			SAN JUAN
of Administration	certification;			Administrative
Office of PCPM to	inform the client			Aide I (PCPM)
present the OR.	to wait outside			(I OF IVI)
	while the			MARJORIE ANN
	certification is			M. SAN LUIS
	being prepared.			Market Inspector I
				(PCPM)
			1	



				TEODORO N. VELASCO Officer-In-Charge (PCPM)
4. Claim the certification at the receiving section of Administration Office of PCPM.	4. Release certificate to the requesting party after signing in the logbook.	None	10 Minutes	REYNALDO DC. SAN JUAN Administrative Aide I (PCPM)
	TOTAL:		30 Minutes	

109. Issuance of Certified Copy/ies of Tax Declarations and/or Property Holdings, Non-Property, & No Improvement

The TAX DECLARATION (TD) serves as the permanent record for every real property unit such as Land, Building and Machinery. A Certified True Copy or Certification of various property holdings, Non-Property or No-improvements thereon may be requested from the City Assessor's Office.

Office or Division:	City Assessor's	Office (CAssrO)
Classification:	Simple	
Type of Transaction:	G2C – Governm	ent to Citizen
Who may avail:	Property Owner/	'S
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE
Principal		
Request Slip		CAssrO
Valid Government Issued	Identification	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,
Card (1 photocopy)		COMELEC, OSCA-LGU
Representative		CAssrO
Request Slip	4* -	CASSIO
Owner's Represental Latest authorization lescopy) or Special Power (1 photocopy) or Duly Consul General of the Philippines with attack (if the owner is outside (1 photocopy)	etter (1 original er of Attorney signed by the Republic of the ned red ribbon	Person Represented (Property Owner)
Company Representative(s): Secretary's Certificate (1 original) or Formal Authorization Letter (printed on Company Letterhead) signed by the company's authorized signatory		Company Represented (Company)



/4 a mi mi m a 1\				
(1 original)				
Buyer Notarized Deed of Sale (1 photocopy)		Property Owner		
Valid Government Issued Identification Card of the person being represented (1 photocopy)		Post Office, DF COMELEC, OS		SIS, Pag-IBIG, LTO,
Company ID Card of represented (for com (1 photocopy)	, , ,	Company being represented		
Government Issued the Representative	dentification Card of	Post Office, DF COMELEC, OS		SIS, Pag-IBIG, LTO,
Company ID Card of company only) (1 ph	•	Company ID C	ard represented	
Inspection Report (for (1 original copy)	, ,	nt) Deputy-in-Charge (Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip, attached necessary requirements, and submit it to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	1. Check the request slip including the completion of requirements, then issue Order of Payment to the client.	None	5 Minutes	Officer of the Day (CAssrO) GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO) JEMALYN A. LABACO Administrative Assistant V (CAssrO) CARMELITA C. BELTRAN Assessment Clerk II (CAssrO) ANTHONY A. ABABA Data Controller I (CAssrO) MARIA INES A.



				ROBIN
				Administrative Aide II
				(CAssrO)
				MA. LUISA B. MIRANDA Administrative Aide IV (CAssrO)
				LUBBY A. TANCHING Administrative Aide II (CAssrO)
				MARY JANE V. MOSTAJO Administrative Aide II (CAssrO)
				MA. CRISTINA F. OMBION Administrative Aide I (CAssrO)
2. Proceed to the City Treasurer's Office (CTO) teller, and pay the required fees.	Issue Official Receipt (OR) based on submitted Order of Payment to the client	PHP 40	5 Minutes	Cashier (CTO)
3. Present the OR to the assigned personnel of the City Assessor's Office Records Officer for the	3. Prepare and issue the requested certification/s and certified copy/ies.	None	15 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO)
preparation and Approval of Certified Copy/ies or Certification.	3.1 Advice the client to pay for the documentary stamp.			MARISSA R. BACAMANTE Administrative Aide I (CAssrO)



4. Pay the required documentary stamp, and claim the requested Certification or Certified True Copy (CTC) from the assigned personnel of the City Assessor's Office - Administrative & Assessment Records Management Division.	4. Release the Certification/CTC and collect the payment for the documentary stamp.	Documentary stamp per certification - PHP 30	10 Minutes	MARISSA R. BACAMANTE Administrative Aide I (CASSTO) GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO)
	TOTAL:	PHP 70	35 Minutes	

110. Issuance of Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records

The Office of the Secretary to the Sangguniang Panlungsod issues Certified True Copy of Local Ordinance, Resolution, Minutes of the Session, En Banc, Committee and Public Hearings and Other Legislative Records.

Office or Division:	Office of the Sec	Office of the Secretary to the Sangguniang Panlungsod		
Classification:	Simple			
Type of Transaction:	G2C – Governme	ent to Citizen		
Who may avail:	All			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
Principal:				
Valid Government Issue	d Identification	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
Card (1 photocopy)		COMELEC		
Duly accomplished appli	cation request			
form stating either of the	following			
(1 original):				
a. For Ordinance/Resolution –				
Ordinance/Resolution Title or				
Number				
b. Minutes of any leg	gislative action –			



				ANG
or the Subject Committee He - Application red - Information/da the application Representative: Authorization letter (** Valid Government Iss Card of the Person R (1 photocopy) Valid Government Iss Card of the Represent	arings and En Banc quest form ta to be indicated in request form original) sued Identification epresented sued Identification	Office of the Secretary to the SP		
Date of the Mir or the Subject/ Committee Hea - Application red	the following Resolution olution Title or legislative action – outes of the Session Title of the arings and En Banc quest form ta to be indicated in	Office of the Secretary to the SP Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Secretary to the SP, and submit the duly accomplished request form.	1. Check/ retrieve the requested records.	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
2. Pay the required fee at the City Treasurer's Office (CTO).	2. Issue Official Receipt (OR) to the client based on submitted	• For CTC – PHP 50/ Page	5 Minutes	Cashier/Teller (CTO)

submitted order of

Certification as to the



	payment from the Secretariat.	availability of Ordinance/ Resolution and other records - PHP 50		
3. Present the OR to the assigned personnel of the Office of the Secretary to the SP and claim your requested document.	3. Process and issue the requested document.	None	5 Minutes	VOLTAIRE F. PORTUGUEZ, LPT, LLB, MPG, DPA City Government Department Head II, (Office of the Secretary to the SP) RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
	TOTAL:	For CTC – PHP 50/ Page Certification as to the availability of Ordinance/ Resolution and other records - PHP 50	15 Minutes	

111. Issuance of Certified True Copy of Mayor's/Business Permit

The Business Permits and Licensing office of the City Government of Pasay may issue a Certified True Copy of the Mayor's/Business Permit to Operate issued within the jurisdiction of the City to any registered business establishment as a requirement to other transactions from other government agencies/institutions.



Office or Division: Business Permits and Licensing Office (BPLO)				
Classification:	Simple		, -,	
Type of Transaction:	G2B – Governmer	nt to Business		
Who may avail:	All registered busin		nents	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	JRE
Principal:				
Duly Accomplished Form:	(1 original)			
Request FormDetails/informationthe request form	to be indicated in	BPLO Requesting P	arty	
Valid Identification Card (1 original and 1 photocopy)		Postal Corpor Statistics Auth System (SSS) System (GSIS	ernal Revenue (Blation (Post Office nority (PSA), Social), Government Se S), Commission or Land Transportat), Philippine al Security rvice Insurance n Election
Request letter addressed (1 original)	to BPLO Head	Requesting pa	arty	
Representative:				
Duly Accomplished Form:	(1 original)			
Request FormDetails/informationthe request form	to be indicated in	BPLO Representative of the principal		
Valid Identification Card of represented and the represented and the representation of t		BIR, Post Offi LTO	ce, PSA, SSS, GS	SIS, COMELEC,
Request letter addressed (1 original)	to BPLO Head	Requesting Party represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the request form/slip and submit it to the assigned personnel at the BPLO transaction window.	1. Receive the properly filled out form/slip and verify the availability of the requested record from the database system.	None	30 Minutes	CATHERINE L. DE LEON Social Welfare Aide (BPLO)



	1.1 Issue Order of Payment.			
Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the BPLO.	PHP 40.00	30 Minutes	CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall
Present OR to the assigned personnel at the BPLO releasing window.	3. Prepare the requested document, and issue the same to client.	None	30 Minutes	RIZALIN O. SENDINO Nursing Attendant I (BPLO)
	TOTAL:	PHP 40.00	1 Hour and 30 Minutes	

112. Issuance of Certified True Copy or Certification of Registered Civil Registry Document

Securing certified copy or certification of a registered Certificate of Live Birth, Marriage, Death or Fetal Death and Person with No Known Parents (Foundling) from the Local Civil Registry Office.

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:				
	Simple			
Type of Transaction:		ment to Citizen		
Who may avail:	Citizen with req	gistered records of birth/marriage/death/fetal death and		
	foundling in Pa	say City		
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Principal				
Requested document (1	photocopy)	Document Owner		
Any Government ID Card	d (1 original,	Bureau of Internal Revenue (BIR), Philippine Postal		
1 photocopy)		Corporation (Post Office), Philippine Statistics Authority		
		(PSA), Social Security System (SSS), Government Service		
		Insurance System (GSIS), Commission on Election		
		(COMELEC), Land Transportation Office (LTO)		
Representative				
Handwritten authorization	n letter	Person being represented (Document Owner)		
(1 original)				
Any Government ID Card of Person		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Represented (Document Owner)				
(1 original, 1 photocopy)	,			
Any Government ID Card	d of	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		



Representative (Do (1 original)	ocument Owner)			
Requested docum	ent (1 photocopy)	Person being represented (Document Owner)		
In case of Decease please provide the - Affidavit of I	ed Document Owner, following: Kinship (1 original) ship (1 original,	Nearest Kin/Immedia	ate Family Member	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form/slip and submit it to the assigned verifier at the LCRO verification window.	 Verify the availability of the requested record from the database/ registers or indices. Once verified, issue the order of payment for Certified True Copy (CTC)/ transcribed copy or certificate of no record to the client. 	None	22 Minutes	ROMEO S. RIVERA II Administrative Aide II (LCRO) or LILIBETH S. DELA ROSA Administrative Aide II (LCRO)
2. Pay the required fees at the City Treasurer's Office.	2. Issue Official Receipt (OR) to the client based on submitted order of payment from the LCRO.	 Verification Fee PHP 50 For CTC or	5 Minutes	Teller (CTO)



		Fee – PHP 20		
3. Present OR to the Clerk/Verifier at the LCRO releasing window.	3. Prepare the requested document, and issue the same to the client.	None	7 Minutes	ROMEO S. RIVERA II Administrative Aide II (LCRO) or LILIBETH S. DELA ROSA Administrative Aide II (LCRO) ROMULO C. TRESVALLES City Civil Registrar (LCRO)
4. Claim the requested document at the LCRO releasing window, and sign the logbook.	4. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	1 Minute	LILIBÈTH S. DELA ROSA Administrative Aide II (LCRO) or ROMEO S. RIVERA II Administrative Aide II (LCRO)
	TOTAL:	 For CTC or Certification of No Record – Verification Fee + Certified copy + Computerization Fee = PHP 120 For certified transcription copy (Mun. Form No. 1A) – Verification Fee + Certified transcription copy + 	35 Minutes	



Computerization	
Fee = PHP	
170.00	

113. Issuance of Certificate of No Pending Case for Barangay Officials

The Office of the Secretary to the Sangguniang Panlungsod certifies that the Barangay Officials has no pending case.

Office or Division:	Office of the Secr	etary to the	Sangguniang Panl	ungsod
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials	S		
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	
Oath of Office (1 photocopy	y)	Departmer (DILG)/Bar	it of Interior and Lo angay Hall	ocal Government
Valid Government Issued Io (1 photocopy)	dentification Card		, DFA, PSA, SSS,	GSIS, Pag-IBIG,
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Office of the Secretary to the SP, and request for the certificate.	Issue an order of payment to the client.	None	3 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
2. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued) 2.1 Claim the Certificate to the Office of the	2. Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document. 2.1 Issue the	PHP 50	2 Minutes	Teller (City Treasurer's Office)



Secretary to the SP.	Certificate of No Pending Case to the requesting party.	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
	TOTAL:	PHP 50	10 Minutes	

114. Issuance of Company/Job Referrals/Certifications

Pasay City residents and other clients may request for referrals from the City Mayor's Office that covers the following:

- Company Referral;
- Job Recommendation; and
- Certification of Good Moral, Support and Residency

Office or Division:	City Mayor's Office	City Mayor's Office (CMO)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmei	G2C – Government to Citizen			
Who may avail:	All	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
Personal letter request Mayor Imelda Calixto-		Document Ow	ner		
Barangay Clearance (1 original)	Barangay Hall			
Complete Bio-data or (1 original)	omplete Bio-data or Curriculum Vitae		Document Owner		
Company Profile/Production (1 photocopy)	uct/Services	Company			
NBI/Police Clearance	(1 original)	National Bureau of Investigation (NBI)/Philippine National Police (PNP)			
Community Tax Certifi	munity Tax Certificate (1 original)		's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit letter request addressed to the City Mayor together with all the necessary	1. Verify and validate the completeness and authenticity of all documents	None	2 Minutes	MARITESS V. CRONE Administrative Aide I (CMO)	



	requirement at the CMO.		presented.			
2.	Wait for the notification on the schedule of the release of requested document from the Mayor's Office.	2.	Process the request and notify the requestor on the schedule of the release.	None	5 Minutes	MARITESS V. CRONE Administrative Aide I (CMO)
3.	Secure the requested document from the Mayor's Office.	3.	Issue the requested document.	None	2 Minutes	MARITESS V. CRONE Administrative Aide I (CMO)
			TOTAL:	None	9 Minutes	

115. Issuance of Endorsement Letter to Cooperatives Securing Business/ Mayor's Permit

The service is designed to facilitate through endorsement, the securing of the business/mayor's permit of all old and newly-registered cooperatives operating in Pasay, and cooperatives establishing branch or satellite office within the city. This is mandated by national law and local ordinances, in order to secure the necessary permit to operate and pay corresponding regulatory fees before commencing operation.

The Business/Mayor's Permit must then be subsequently renewed annually.

Office or Division:	Office of the City Cooperative Officer				
	(aka Pasay Coop	erative Development Office – Pasay CDO)			
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All old and newly- registered cooperatives operating in Pasay and				
	cooperatives establishing branch or satellite office in Pasay				
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Duly Accomplished Coo	perative	Cooperative organizations			
Profile/Information Sheet (1 original copy)					
Articles & By-laws (1 photocopy) Newly-registered, branch/satellite cooperative					
		organization			



Certificate of Registration issued by Cooperative Development Authority (2 photocopies)	Newly-registered, branch/satellite cooperative organization		
Certificate of Registration issued by BIR (2 photocopies)	Newly-registered, branch/satellite cooperative organization		
Locational Sketch of the Cooperative Office (2 photocopies)	Newly-registered, newly-established branch/satellite cooperative organization		
Certificate of Authority from CDA (1 photocopy), in cases of Cooperative Branch	newly-established branch/satellite cooperative organization		
Letter of Authority from CDA (1 photocopy), in cases of Cooperative Satellite Office	newly-established branch/satellite cooperative organization		
Latest Certificate of Compliance (COC) (1 photocopy)	Cooperative organizations		
Prior Year Issued Sanitary Permit (1 photocopy) in cases of cooperatives with canteen/food services operation	Cooperative organizations		
Prior Year Business Permit (1 photocopy)	Business Permit and Licensing Office		
Latest Audited Financial Statement with BIR stamp (1 photocopy)	Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest Audited Financial Statement – (1 photocopy)	Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest CAPR (Cooperative Annual Progress Report) (1 photocopy)	Cooperative organizations		
Print out of Online submitted (thru CAIS) List of Officers and Trainings Attended (1 photocopy)	Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest Social Audit Report (1 photocopy)	Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest Performance Audit Report (1 photocopy)	Cooperative organizations		
Print out of Online submitted (thru CAIS) Latest Mediation and Conciliation Report (1 photocopy)	Cooperative organizations		
Certificate of Compliance (1 photocopy)	Cooperative organizations		
CLIENT STEPS AGENCY	FEES TO PROCESSING PERSON		



		ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Submit duly accomplished Cooperative Profile/ Information Sheet together with complete requirements at the receiving section of the Pasay Cooperative Development Office (PCDO).	1. Receive and assess the required documents for its completeness and correctness.	None	15 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
2.	Wait for the processing of the endorsement slip at the designated waiting area of PCDO.	2. Prepare and sign endorsement slip.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO) JOHN N. NADUA Community Affairs Officer III (PCDO) JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
3.	Claim	3. Release	None	5 Minutes	RÓWENÁ T. BUENAVENTURA,



endorsement slip from the releasing section	endorsement slip to the client.			City Cooperative Officer I (PCDO)
of the PCDO.				JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO)
				JOHN N. NADUA Community Affairs Officer III (PCDO)
				JODI CAROL C. VIADO Cooperative Development Specialist I (PCDO)
	TOTAL:	None	25 Minutes	(. 525)

^{***} Legal Basis: RA 9520; Rule 7 Section 5 of IRR; MC No. 2022-19, Section 7; MC No. 2016-0

116. Issuance of Financial Assistance/Non-Monetary Donation

Pasay City residents may request for financial assistance from the City Mayor's Office that covers the following:

- Burial Assistance;
- Medical Assistance;
- Solicitation (monetary or non-monetary); and
- Educational Assistance

Office or Division:	City Mayor's Office (CMO)				
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Burial Assistance:					
Registered death certificate		Document Owner			
(1 certified true copy)					
Barangay Clearance of the deceased		Barangay Hall			
(1 original)					
Proof of relationship: Birt	h				
certificate/Marriage certif	icate/Certification				



duly signed by Dunong Parangay cartifying	Philipping Statistics Authority (DSA)
duly signed by Punong Barangay certifying the relationship of the claimant and the	Philippine Statistics Authority (PSA)
deceased (1 original)	
Valid Government ID Card of	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,
claimant/deceased (1 photocopy)	COMELEC
Funeral Contract (1 original)	Funeral Service Provider
PSWD Indigency/Certificate of Eligibility	T difficial Convictor Fevrices
(1 original)	Pasay Social Welfare Department
(· onginal)	(PSWD)/Barangay Hall
Medical Assistance:	(Strain gray round
Personal letter request addressed to Mayor	Document Owner
Imelda Calixto-Rubiano (1 original)	
Barangay Clearance of Patient (indicate	Barangay Hall
claimant's name and relationship to the	
patient) (1 original)	
Medical Abstract/Prescription/Laboratory	Department of Health (DOH) Accredited
Request (1 photocopy)	Hospital/Clinic
PSWD Indigency/Certificate of Eligibility	PSWD/Barangay Hall
(1 original)	
Valid Government ID Card of patient	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,
(1 photocopy)	COMELEC
Valid Government ID Card of	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,
claimant/deceased (1 photocopy)	COMELEC
Solicitation:	
Personal letter request addressed to Mayor	Document Owner
Imelda Calixto-Rubiano (1 original)	
Barangay Clearance (1 original)	Barangay Hall
Valid Government ID Card of the requester	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,
(1 photocopy)	COMELEC
Educational Assistance:	De sum est Cours es
Personal letter request addressed to Mayor	Document Owner
Imelda Calixto-Rubiano (1 original)	
Barangay Clearance of one (1)	Parangov Hall
parent/guardian/student 18 years old and	Barangay Hall
above (1 original) PSWD Indigency/Certificate of Eligibility	PSWD/Barangay Hall
(1 original)	1 GVV D/ Datatigay Hall
Duly Accomplished Application Form	Educational Assistance Help Desk, CMO
(1 original)	Ladodilonal Assistance Fierp Desk, ONIO
Voter's ID Card of parent/guardian or	COMELEC
voter's registration for student 18 years old	
and above (1 photocopy)	
1x1 ID Picture (2 pcs.)	Photo Shop



(CMO)

VICTOR A. SANGIL Administrative Aide IV

				ANG
Grades with GWA of 8	30% and above (2.5	DEPED Accredited Schools for Elementary/High		
and above for college))	School		
(1 certified true copy by the school)		CHED Accredited Schools for College		
Proof of Enrollment (C	Certificate of	DEPED Accre	dited Schools for	Elementary/High
Registration (COR)/Ce		School		
Enrollment (COE)/Cer		CHED Accredi	ited Schools for C	ollege
Matriculation (COM)/C	Official Receipt (OR)			
(1 photocopy)				
Course Curriculum if a	available		dited Schools for	Elementary/High
(1 certified true copy)		School		- II
	AGENCY	FEES TO	ted Schools for C PROCESSING	Ollege PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit a letter	Verify and	None	2 Minutes	JUDITH D.
request for a	validate the			FERNANDEZ
specific financial	completeness			Administrative
assistance and/or	and authenticity			Assistant I
non-monetary	of all documents			(CMO)
donation	presented.			, ,
addressed to the	p			MA. REBECCA S.
City Mayor				MANTE
together with all				Administrative Aide I
the necessary				(CMO)
requirements.				
				LINDSAY ROSE E.
				TAN Administrative
				Assistant II
				(CMO)
				EDEN E. PADILLA
				Administrative Aide
				IV
				(CMO)
				MARYBLESS A.
				MORENO
				Social Welfare Aide
	1	1		



					(CMO)
2.	Wait for the notification for the release of requested financial assistance and/or non-monetary donation from the Mayor's Office	 Process the request and prepare the voucher. Call the name of the requestor for the release of the financial assistance. For items to be procured, notify the requestor for the schedule of the release of the requested item/s. 	None	3 Days (for items to be procured)	JUDITH D. FERNANDEZ Administrative Assistant I (CMO) MA. REBECCA S. MANTE Administrative Aide I (CMO) LINDSAY ROSE E. TAN Administrative Assistant II (CMO) EDEN E. PADILLA Administrative Aide IV (CMO) MARYBLESS A. MORENO Social Welfare Aide (CMO) VICTOR A. SANGIL Administrative Aide IV (CMO)
3.	Receive the financial assistance and/or non-monetary donation and sign the voucher at the Mayor's Office	3. Issue the financial assistance and/or non-monetary donation to the client.	None	2 Minutes	JUDITH D. FERNANDEZ Administrative Assistant I (CMO) MA. REBECCA S. MANTE Administrative Aide I (CMO) LINDSAY ROSE E. TAN Administrative



			Assistant II
			(CMO)
			EDEN E. PADILLA
			Administrative Aide
			IV
			(CMO)
			MARYBLESS A.
			MORENO
			Social Welfare Aide
			(CMO)
			(OIVIO)
			VICTOR A. SANGIL
			Administrative Aide
			IV
			(CMO)
TOTAL:	None	3 Days and	
		9 Minutes	

117. Issuance of Locational Clearance (LC)

The Locational Clearance is issued by the City Planning and Development Office (CPDO) to all types of development/redevelopment projects that are permitted under the provisions of City Ordinance No. 5718, series of 2016 also known as the Zoning Ordinance as well as other standard, rules and regulations on land use. This clearance is required prior to the issuance of the Building Permit.

For Simple Structure/Development:

This refers to an application of any of the following w/ floor areas not to exceed 1,500 square meters: single dwelling residential building not more than three (3) storeys, commercial building of not more than two (2) storeys, warehouse not storing hazardous substance, and renovation within a mall with issued building permit.

Office or Division:	City Planning and Development Office (CPDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Developers/Property Owners			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE		
Duly accomplished Unifie	d Application	Room 315, One-Stop Shop for Construction Permit		
Form for Building Permit ((1 original)	(OSCP) Division, City Engineering Office (CEO)		
Transfer Certificate of Titl	e (1 certified	Registry of Deeds		



true copy)					
. , , ,					
or					
Lease Agreement (1 photocopy)	if lessee)	Developer/Proper	Developer/Property Owner		
Architectural Plans (1 original)	(5 sets of blue print)	Hired Architectura	al Designers/Engi	neers	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Pay the necessary fees at the payment area.	1. Prepare Order of Payment (OP) based on the plans submitted and endorse the same to the Liaison/Collector Personnel for inclusion to the One- Time-Assessment. Note: If the application is nonconforming to the land use, application will no longer be processed. A Notice of Disapproval shall be issued to the proponent indicating the grounds for	Please refer to the table below representing the list of zoning fees.	10 Minutes	JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)	
Present the original and photocopy of	disapproval. 2. Receive the photocopy of the OR, record	None	20 Minutes	RICHELLE ANNE T. PERDON Administrative Aide	
the Official	the details of			/V (CPDO)	



Receipt (OR)	payment and			
at the	forward all the			
receiving area	assessed			
of OSCP	documentary			
Division, OBO	requirements for			
and wait for	encoding and			
the issuance	printing of LC.			
of the Building	O.4. Unan aigning			
Permit.	2.1 Upon signing,			
	forward the LC			
	to the releasing			
	area of the			
	OSCP Division,			
	Office of the			
	Building Official			
	(OBO).			
	TOTAL:	*ALC + LCF +	30 Minutes	
		IF + PF = N		

*Legend:

ALC (Application for Locational Clearance) + **LCF** (Locational Clearance Fee) + **IF** (Inspection Fee) + **PF** (Processing Fee) = **N** (Total Fees)

LEGAL BASIS:

- City Ordinance No. 5718, S 2016
- Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)

For Complex Development and Highly Technical Developments:

This refers to an application with floor areas exceeding 1,500 square meters; dwelling residential building more than three (3) storeys, commercial building more than two (2) storeys, and other developments that are not included in simple structures definition.

Office or Division:	City Planning and Development Office (CPDO)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Developers/Property Owners		
CHECKLIST OF REQ	UIREMENTS WHERE TO SECURE		



Duly accomplished Clearance (1 original		Room 211, CPDO		
Transfer Certificate of Title (1 certified true copy)		Registry of Dee	ds	
or				
Lease Agreement (I	if lessee)	Developer/ Property Owner		
Architectural Plans blueprint)	·		ural Designers/En	
Barangay Clearance	e (1 photocopy)	Barangay Hall v proposed project	which has jurisdict ct	tion over the
Tax Clearance for E (1 photocopy)	Building Permit	City Treasurer's		
		From a register	ed Geodetic Engil	neer
	of immediate neighbors	From owners of adjacent properties		
Environmental Compliance Certificate (ECC) (for projects within the scope of the Environmental Impact Assessment)		Department of Environment and Natural Resources (Environmental Management Bureau)		
(1 photocopy) (if applicable) Traffic Impact Assessment duly signed and sealed by registered Local Environmental Planner (for traffic generating developments) (1 original) (if applicable)		Hired registered Local Environmental Planner/ Transportation Engineer		
	rity of the Philippines original) (if	Civil Aviation Authority of the Philippines (CAAP)		lippines (CAAP)
· · · · · · · · · · · · · · · · · · ·	ster Development Plan (if applicable)	Hired Registered Licensed Environmental Planner (RLENP)		
Development Permi		Sangguniang Panlungsod (SP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBI		
Secure, accomplish, and submit notarized	Perform preliminary assessment and evaluation of	None	20 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO)



A 11 d				
Application Form for Locational Clearance and documentary requirements to the assigned receiving personnel at Room 211, CPDO.	sufficiency of submitted requirements and acknowledge receipt of documents in a routing slip; record the details of the application in the logbook; and forward the documents to the Plan Evaluator (PE) for assessment and plan evaluation.			RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)
	1.1 Undertake actual inspection/site verification (if necessary); if the submitted plans need corrections, the PE shall require the owner/applicant to modify the plans.	None	2 Days	MARIA TERESA M. CASTILLO Zoning Officer IV (CPDO) JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I (CPDO)
	1.2 Evaluate the submitted plans and accomplish the evaluation sheet then forward the same to the Zoning Administrator for approval and		2 Days	MARIA TERESA M. CASTILLO Zoning Officer IV (CPDO) JESS R. BOCES Zoning Officer I (CPDO) VIRGILIO P. DE JESUS Zoning Inspector I



	signing.			(CPDO)
	1.3 Issue the OP to the client		5 Minutes	RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)
2. Pay the necessary fees at the cashier area of the City Treasurer's Office (CTO) after acquiring the OP at the OBO.	2. Issue the Official Receipt (OR) to the client.	Please refer to the table below representing the list of zoning fees.	5 Minutes	Cashier (CTO)
3. Present the original and photocopy of the OR to the receiving personnel of the CPDO.	3. Receive the photocopy of OR and record its details. 3.1 Forward all the assessed documentary requirements for LC encoding and printing. 3.2 Encode and print the LC.	None	25 Minutes	RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)
4. Claim the LC from the receiving section of the CPDO.	4. Release the LC to the client.	None	5 Minutes	RICHELLE ANNE T. PERDON Administrative Aide IV (CPDO)



TOTAL:	*ALC + LCF =	4 Days and	
	N	1 Hour	

*Legend:

ALC (Application for Locational Clearance) + **LCF** (Locational Clearance Fee) = **N** (Total Fees)

LEGAL BASIS:

- City Ordinance No. 5718, S 2016
- Join Memorandum Circular No. 2018-01 (Guidelines in Streamlining the Processes for the Issuance of Building Permits and Certificates of Occupancy)

List of Zoning Fees:

1.	Application for Locational Clearance	PHP 400.00
(ALC)		
2.	Locational Clearance Fee (LCF).	
a.	Residential (single-detached, single-	PHP 6.00 per square meter of the Total Gross
	attached/zero lot line and duplex type.	Floor Area (TGFA)
b.	Commercial establishments including	PHP 10.00 per square meter of the TGFA
	apartments, mass housing, townhouses, residential condominium,	The reset per equal of motor of the restrict
	etc. Constructed primarily for gain	
	purposes.	
C.	Industrial establishments	PHP 10.00 per square meter of the TGFA
d.	Institutional (schools, hospital, etc.)	PHP 5.00 per square meter of the TGFA
e.	Memorial Parks/Cemeteries	PHP 5.00 per square meter of the TGFA
0.	memerial ranks/comotoned	
f.	Agro-Industrial	
'.	Agro-industrial	DHD 6.25 per square motor of the TCEA
		PHP 6.25 per square meter of the TGFA



f.1 Manufacturing	
1.1 Manufacturing	
	PHP 6.25 per square meter of the TGFA
f.2 Non-manufacturing	
	PHP 20,000.00 per unit
Tologopour instinue / Tours	·
g. Telecommunications/Towers	PHP 16.00 per square meter of the TGFA
h Special Lloop (halipad/landing area	The relies per equal of meter of the relief
h. Special Uses (helipad/landing area, gas station, abattoir, thermos select/	
gasification plant, etc.)	
	PHP 4.00 per square meter of the TGFA
i. Yards utilized for commercial purposes	PHP 8.00 per square meter of TLA
	FTIF 6.00 per square meter of TEA
j. Yards utilized for industrial purposes	PHP 1.20 per square meter of TLA
l. Vanda villimad fan institutional navna and	FTIF 1.20 per square meter of TLA
k. Yards utilized for institutional purposes	
All types of repoyetion	Seventy- five percent (75%) of the corresponding rates prescribed above.
I. All types of renovation	DLID 20 00 per equere feet of the curfees area
	PHP 20.00 per square feet of the surface area
m. Billboards (all types) billboard 3. Inspection Fee (IF)	
3. Inspection ree (ir)	
 a. Residential (single-detached, single- attached/zero lot line and duplex type) 	PHP 400.00
b. Commercial establishment including	
apartments, mass housing, townhouses,	PHP 600.00
residential condominium, etc. constructed primarily for gain purposes	
	DLID 000 00
c. Industrial establishments	PHP 800.00
d. Institutional (schools, hospital, etc.)	PHP 400.00
e. Memorial Parks/Cemeteries	PHP 700.00
f. Light Industrial	
	PHP 700.00



	1			
f.1 Manufacturing f.2 Non-manufacturing	PHP 800.00 PHP 800.00			
g. Telecommunications/Towers	PHP 600.00			
h. Special Uses (helipad/landing area, gas station, abattoir, thermo select, gasification plant, etc.)	PHP 800.00 (yards utilized for commercial purposes)			
i. Yards utilized for industrial purposes	PHP 800.00 (yards utilized for institutional purposes)			
j. Yards utilized for commercial purposes	PHP 600.00			
k. Yards utilized for institutional purposes	PHP 400.00			
I. All types of renovation.	Twenty-five (25%) percent of the corresponding rates prescribed above.			
4. Processing Fee (PF).	For processing the application for LC (whether the project or the activity to be undertaken is conforming or non-conforming), the processing fee shall be twenty-five percent (25%) of the corresponding prescribed LC fee.			
Per City Ordinance No. 5718, series of 2016				

118. Issuance of Marriage License

Securing a Marriage License as pre-requisite to contract marriage under the Family Code of the Philippines from the Local Civil Registry Office.

Office or Division:	Local Civil Registry Office (LCRO)				
Classification:	Highly Complex	Highly Complex			
Type of Transaction:	G2C – Government	to Citizen			
Who may avail:	Pasay City resident	s (both parties)			
CHECKLIST OF REC	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Mandatory for BOTH applicants					
Personal Appearance		Both Parties			
Pre-Marriage Orientation Certificate		Pasay City Health Office			
(1 original)					
Valid Government ID Card	l of both parties	Bureau of Internal Revenue (BIR), Philippine Postal			



(4 principal 4 photocopy)	Corneration (Doct Office) Philippine Statistics
(1 original, 1 photocopy)	Corporation (Post Office), Philippine Statistics
	Authority (PSA), Social Security System (SSS),
	Government Service Insurance System (GSIS),
	Commission on Election (COMELEC), Land
	Transportation Office (LTO)
Passport sized or 2x2 photo (1 original for	Photo Shop/Studio
both parties)	
25 years old and above applicant	
All Mandatory requirements mentioned above	
Certificate of No Marriage (CENOMAR)	PSA
(1 original, 1 photocopy)	
Certificate of Live Birth	PSA, Local Civil Registry Office where birth was
(1 original, 1 photocopy)	registered
Proof of residency (1 original,1 photocopy)	Barangay Officials
18 years old to 20 years old applicant	<u> </u>
All Mandatory requirements mentioned above	
Parental Consent (2 original)	LCR Office, appearance of father, mother or legal
Taromai Concom (2 original)	guardian appointed by law
Valid Government ID of the parent giving	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
consent (1 original, 1 photocopy)	
Pre-Marriage Counseling Certificate	Pasay City Social Welfare and Development
(1 original, 1 photocopy)	Department (PCSWDD)
Certificate of No Marriage (CENOMAR)	PSA
(1 original, 1 photocopy)	1 6/1
Certificate of Live Birth (1 original,	PSA, Local Civil Registry Office where birth was
1 photocopy)	registered
Proof of residency (1 original,1 photocopy)	Barangay Officials
21 to 24 years old applicant	Barangay Officials
All Mandatory requirements mentioned above	
, ,	LCD Office, appropriate of both powerts or level
Parental Advice (2 original)	LCR Office, appearance of both parents or legal
Valid Covernment ID of name t/s white a	guardian appointed by law
Valid Government ID of parent/s giving	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Parental Advice	DOOMED
Pre-Marriage Counseling Certificate	PCSWDD
(1 original, 1 photocopy)	
Personal Appearance	Both Parties
Certificate of No Marriage (CENOMAR)	PSA
(1 original, 1 photocopy)	
Certificate of Live Birth (1 original,	PSA, Local Civil Registry Office where birth was
1 photocopy)	registered
Passport (1 photocopy)	Non-Filipino applicant
Non-Filipino Applicant	
Certificate of Legal Capacity or Affidavit in	Embassy or Consulate of the foreign national in the



Lieu of Certificate of (1 original)	Legal Capacity	Philippines		
Divorce Decree/Order (if divorced) (1 original CTC, 1 photocopy)		Foreign Court or Office issuing such document		
Certificate of No Marriage (CENOMAR) (1 original, 1 photocopy)		PSA		
Certificate of Live Bir 1 photocopy)		PSA, Local Civil Registry Office where birth was registered		
(1 original, 1 photoco		BIR, Post Office	e, PSA, SSS, GSI	S, COMELEC, LTO
Widow or Widower	Applicant			
Death Certificate of of (1 original, 1 photocol		PSA		
Advisory on Marriage (1 original, 1 photoco	es (CRS Form No. 5) opy)	PSA		
Certificate of Live Bir		PSA, Local Civ	il Registry Office	where birth was
1 photocopy)	-	registered		
Proof of residency (1	l original,	Barangay Offic	ials	
1 photocopy)				
	ed Filipino Applicant			
Annotated Certificate (1 original, 1 photoco		PSA		
Registered Decree of	of Nullity of Marriage, if	RTC where and	nulment was gran	ted, LCR Office
annulled (1 original,		where court is t		
	tion of Foreign Judgment,		ere the recognitior	n of foreign judgment
	original, 1 photocopy)	was rendered		
Advisory on Marriage (1 original, 1 photoco	es (CRS Form No. 5) opy)	PSA		
Certificate of Live Bir		PSA, Local Civil Registry Office where birth was		
1 photocopy)		registered		
Proof of residency (1	l original,	Barangay Offic	ials	
1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE		
1. Present the	Check if all	None	5 Minutes	ARLENE A.
necessary	applicable			VILLARAZA
requirements to the	requirements are			Administrative Aide IV
registration				(LCRO)
officer/clerk at the				(LOIVO)
Local Civil Registry Office.	1.1. Once checked,			or
Onice.	provide four (4)			DOD IANIO
	copies of application			ROD-JAN S.



2. Fill out the application form given by the clerk from LCRO (use black ink and sign at the bottom). 2.1 Bring the application forms to the notary public for notarization. 2.2 Submit the accomplished application forms and the documents initially presented to the same registration officer/clerk of the LCRO.	for marriage license form to the applicants, together with the presented requirements and give instructions on how to accomplish the form to the client. 2. Review the correctness and consistencies of the entries in the form and the submitted documents. 2.1. Once reviewed, issue order of payment for the Application fee and forms to the client.	Notarization Fee	5 Minutes	POLIDARIO Registration Officer II (LCRO) ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
3. Pay the necessary fees at the City Treasurer's Office.	3. Issue Official Receipt (OR) for the Application Fee and Forms to the client.	 Application PHP 100 Application Form – PHP 50 Computeriz 	5 Minutes	Teller (CTO)



	I	1		
		ation Fee –		
		PHP 20		
4. Present OR to the registration officer/clerk of the LCR Office.	 4. Verify OR, issue claim stub indicating the date and time of release and the amount of the marriage license fee to be paid before the release 4.1. Assign registry number on the application, record and file the application 4.2 Prepare notice for the 10-day posting period 	None	10 Days and 4 Minutes	ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
5. On release date, present OR at the Local Civil Registry Office releasing window, and pay the necessary amount for the marriage license fee.	 5. Process the request: 5.1 Prepare the marriage license for the signature of the City Civil Registrar 5.2 Sign the marriage license 5.2. Segregate copies of the marriage license, 1 for LCRO file and other for release; application forms, 1 for LCRO, 1 for PSA, 1 for applicants, 1 for 	Marriage License Fee – PHP 100	15 Minutes	ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or ROD-JAN S. POLIDARIO Registration Officer II (LCRO) ROMULO C. TRESVALLES City Civil Registrar (LCRO)



	solemnizing officer 5.3 Record the name of the applicants and release Marriage License with copy of the Notice, Application Form and other applicable documents 5.4 Issue the marriage license to the client/s.			ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
6. Sign the logbook and claim the Marriage License at the LCRO releasing window.	6. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	1 Minute	ARLENE A. VILLARAZA Administrative Aide IV (LCRO) or ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
	TOTAL:	PHP 270 (excluding Notarization Fee)	10 Days and 35 Minutes	

119. Issuance of Parenting Capability Assessment Report

The Parenting Capability Assessment Report is a document prepared by a Registered Social Worker to evaluate and assess an individual's ability to effectively meet the needs of their child and provide a safe and nurturing environment for their upbringing.

Office or Division: Pasay Social Welfare and Development Department (PSWDD)



Complex			
•	to Citizen		
		ho are under tem	oorary shelter in anv
_		-	,
QUIREMENTS		WHERE TO S	ECURE
	Barangay/P	Place of Residence	е
(1 original, 1 photocopy)			
ed true copy,	Philippine S	Statistics Authority	(PSA)
	DEP-Ed or	CHED Accredited	School
-	DEP-Ed or	CHED Accredited	School
	_	, , , , , , , , , , , , , , , , , , , ,	
	Home Development Mutual Fund (Pag- IBIG),		
rring porty			
	Reletting A	gency	
	FFFC TO	BBOCECCINO	DEDCOM
ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
1. Assist client in	None	1 Minute	ESTELA B. AZAS
the registration			Social Welfare Officer
			II/In-Charge
			(Kalayaan Unit Office)
			JULIETH S. DURIA
			Social Welfare Officer
			II/In-Charge
			(San Isidro Unit)
			CHRISTINE ANN M.
			AGUINDADAO Social Welfare Officer
			I/In-Charge
			(CAA 2 Unit Office)
			, ,
			ROCHELLE L.
			AÑONUEVO
			Social Welfare Officer I/In-Charge (Sta.
			Clara 2 Unit)
	Parents or guardian government or non- QUIREMENTS ed true copy, original) rd attification Card rring party AGENCY ACTIONS	G2C – Government to Citizen Parents or guardians of minor w government or non-government GUIREMENTS Barangay/F ed true copy, Philippine S DEP-Ed or original) d DEP-Ed or Postal Corp Foreign Affa Authority (F Government Home Devel Land Trans rring party AGENCY ACTIONS Referring A 1. Assist client in None	Parents or guardians of minor who are under temp government or non-government shelter. QUIREMENTS Barangay/Place of Residence ed true copy, Philippine Statistics Authority DEP-Ed or CHED Accredited original) DEP-Ed or CHED Accredited Postal Corporation (Post Offi Foreign Affairs (DFA), Philippi Authority (PSA), Social Secu Government Service Insuran Home Development Mutual Fland Transportation Office (Insuran Agency AGENCY ACTIONS BE PAID TIME 1. Assist client in None 1 Minute



JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)

GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)

SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)

JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)

KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)

JERUSALEMA B.
BENITEZ
Social Welfare Officer
I/In-Charge
(San Rafael Unit
Office)

KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)

CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit



Unit-in-Charge. Completeness of submitted II/In-Charge (Kalayaan Unit Office)					Office)
requirements to Unit-in-Charge. verify the completeness of submitted Social Welfare Office II/In-Charge (Kalayaan Unit Office)					·
requirements to Unit-in-Charge. verify the completeness of submitted Social Welfare Office II/In-Charge (Kalayaan Unit Office)					
2.1 Conduct the intake interview with the client. 2.1 Conduct the intake interview with the client. CHRISTINE ANN M. AGUINDADAO Social Welfare Office. I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Office. I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Office. I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Office. I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Office. I/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Office I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO	requirements to	verify the completeness of submitted requirements. 2.1 Conduct the intake interview with	None	30 Minutes	Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)



		T	T	
				II/In-Charge (Maricaban Unit Office)
				KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
3. Expect a home visit and interview from a Social Worker of PSWDD.	3. Conduct the home visit and interview twice.	None	2 Days	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta.



		Clara 2 Unit)
		Giara 2 Gilliy
		JESSA A. HENSON
		Social Welfare Officer
		I/In-Charge
		(Sta. Clara 1 Unit Office)
		Office)
		GEORGIA Y. ERIE
		Social Welfare Officer
		II/In-Charge
		(San Jose Unit Office)
		SYRILL O.
		HUERTAZUELA
		Social Welfare Officer
		I/In-Charge
		(Malibay Unit Office)
		JHOANNA MARIE N.
		NEO
		Social Welfare Officer
		II/In-Charge
		(Maricaban Unit
		Office)
		KAREN KRISTINE C.
		ALBA
		Social Welfare
		Assistant/In-Charge
		(Villamor Air Base
		Unit Office)
		JERUSALEMA B.
		BENITEZ
		Social Welfare Officer
		I/In-Charge
		(San Rafael Unit
		Office)
		KAREN J. RECARRO
		Social Welfare Officer
		I/In-Charge
		(CAA I Unit Office)
		CES ANN U. VIRAY
		Social Welfare Officer
		I /In-Charge
	511	



				(San Roque Unit Office)
4. Wait for the PSWDD to completely process the requested document.	4. Prepare the Parenting Capability Assessment Report (PCAR) to be signed by the Supervisor of the Unit.	None	4 Days	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer



				II/In-Charge (Maricaban Unit Office) KAREN KRISTINE C. ALBA
				Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
5. Claim the PCAR once released, upon signing the duplicate copy	5. Issue/release the PCAR to the client.	None	3 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
thereof at the PSWDD Unit Office.				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta.



1	1	1	01 01110
			Clara 2 Unit)
			JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
			GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
			SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
			JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
			KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
			JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
			KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
	514		CES ANN U. VIRAY Social Welfare Officer I /In-Charge



			(San Roque Unit Office)
TOTAL:	None	6 Days and 34 Minutes	

120. Issuance of PLEB Clearance/Certification

Philippine National Police (PNP) Officers may avail PLEB Clearance/Certification as regards to Schooling, Promotion, Loans, Retirement and others at the People's Law Enforcement Board (PLEB) Office.

Office or Division:	People's Law Enforcement Board (PLEB)			
Classification:	Simple			
Type of Transaction:	G2G – Government	t to Governme	nt	
Who may avail:	Uniformed PNP Off	icers		
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	CURE
Principal				
Duly Accomplished PLE				
- PLEB Clearance	=			
	s to be indicated in	- PLEB Offic	-	
the PLEB Cleara		- PNP Office		
PNP ID Card (1 photoco	ppy)	Philippine Na	tional Police	
Representative				
Authorization letter (1 or		PNP Officer b	peing represented	
Duly Accomplished PLE				
- PLEB Clearance	-	51 55 641		
	s to be indicated in	- PLEB Office		
the PLEB Form	2.00	- PNP Officer being represented		
PNP ID Card of the PNF		Philippine National Police		
represented (1 photocopy	3 /	FEEO TO	BBOOECOINO	DED.001
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-	1. Acknowledge	None	3 Minutes	VICKY S. JANOLO
accomplished	the submitted	INOTIC	o will lates	Administrative Aide II/
PLEB Clearance				Receiving Clerk
Form together	requirements of			(PLEB)
with all the	the client.			
requirements to				
the PLEB office.				
2. Wait for the	2. Check and	None	5 Minutes	VICKY S. JANOLO
assessment and	verify the			Administrative Aide II/
verification of	records from			Receiving Clerk
VOITHOUTION	the PLEB Office			J



records from the PLEB Office.	if the PNP officer has or has no pending/ on-going case; then, prepare and issue the clearance or certification to the client.			(PLEB) JOCELYN B. RIVERA Administrative Aide I/ Receiving Clerk (PLEB)
3. Sign in the logbook upon receipt of clearance/ certification from the PLEB Office.	3. Place the appropriate remarks in the logbook with regard to the request, and keep the records for file/future reference.	None	2 Minutes	VICKY S. JANOLO Administrative Aide II/ Receiving Clerk (PLEB)
	TOTAL:	None	10 Minutes	

121. Issuance of Property Identification Map (PIM)

The City Assessor's Office provides assistance to real property owner in terms of checking the location, description, dimension, boundary and vicinity of their owned lot/s.

Office or Division:	City Assessor's Office	ce (CAssrO)		
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	Real Property Owne	rs		
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE		
Principal				
Valid Government Issue	d Identification Card	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,		
(1 photocopy)		LTO, COMELEC, OSCA-LGU		
Transfer of Certificate of Title/s (TCT/s)		Property owner		
(1 photocopy)				
Representative				
Authorization letter/Special Power of		Person Represented (Real Property Owner)		
Attorney (1 original)	1 original)			
Government Issued Ider	ntification Card of	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,		
the person being repres	ented (1 photocopy)			



Government Issued Iden			DFA, PSA, SSS,	
the Representative (1 photocopy) Transfer of Certificate of Title/s (TCT/s)		LTO, COMELEC, OSCA-LGU Person Represented (Real Property Owner)		
(1 photocopy)	, ,		,	,
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the assigned personnel of the City Assessor's Office- Administrative & Assessment Records Management Division.	1. Issue claim stub and Order of Payment Slip to the client; and endorse the copy of Transfer Certificate of Title to the City Assessor's Office Tax Mapping Division for plotting. 1.1 Plot the lot based on the Technical Description appearing in TCT/s for approval	None	3 Minutes 30 minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO) MANOLITO J. KARANDANG, JR. Administrative Aide I RICARDO G. ESTANISLAO Data Controller IV ALADDIN LAUREANO M. GALGAO Local Assessment Operations Officer IV ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor II (CASSTO)
2. Proceed to City Treasurer's Office (CTO), and pay the	Issue Official Receipt (OR) based on	PHP 1,000	5 minutes	Cashier (CTO)



required fees.	presented order of payment from the City Assessor's Office.			
3. Present the Claim Stub to the assigned personnel of the City Assessor's Office- Administrative & Assessment Records Management Division.	3. Release Property Identification Map (PIM) to the client.	None	5 Minutes	GENALYN C. DELACRUZ Administrative Officer IV (CAssrO) MANOLITO J. KARANDANG, JR. Administrative Aide I (CAssrO)
	TOTAL	PHP 1,000	43 Minutes	

122. Issuance of Real Property Tax Clearance Certificate

A certificate of Real Property Tax Payments is required in certain transactions (e.g. securing a Building Permit), to prove that taxes on real property have been paid and updated. This may be secured from the Real Property Tax Division of the City Treasurer's Office.

Office or Division:	City Treasurer's C	City Treasurer's Office (CTO) / Real Property Tax Division				
Classification:	Simple					
Type of Transaction:	G2C – Governmei	nt to Citizen, G2G – Government to Government,				
	G2B – Governmer	nt to Business				
Who may avail:	Real Property Ow	ners				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE				
Principal						
Latest Real Property Tax	x Declaration	City Accessor's Office				
(1 original and 1 photoco	opy)	City Assessor's Office				
Community Tax Certifica	ate	СТО				
(1 original and 1 photocopy)		CIO				
Documentary Stamp Tax (1 original)		Any issuing government agency				
If the purpose of the requested						
certification is for the transfer of						
property ownership, the following are						
further required:						
 Duly notarized do 	cument	Real Property Owner				



- Land Title (1 or	al and1 photocopy) iginal and	Registry of Dee	ds	
1 photocopy) - Government is:	sued Identification	BIR, Post Office Pag-IBIG, LTO	e, DFA, PSA, SSS	S, GSIS,
Representative:		r ag ibio, Ero		
Special Power of Atto	rney (SPA) or			
Notarized Authorization and 1 photocopy)		Person Represe	ented (Real Prope	erty Owner)
Government issued Id				
the person represente		· ·	e, DFA, PSA, SSS	S, GSIS,
representative (1 origi	nai and	Pag-IBIG, LTO		
1 photocopy)	Fay Declaration			
Latest Real Property Tax Declaration (1 original and 1 photocopy)		City Assessor's Office		
Community Tax Certif		СТО		
(1 original and 1 photocopy)		010		
Documentary Stamp		Anv issuina aov	vernment agency	
If the purpose of the requested		, , ,	<u> </u>	
certification is for the transfer of				
property ownership, the following are				
further required:				
- Duly notarized docur		Real Property Owner		
transfer of ownership,				
Sale/Deed of Donation (1 original and 1				
photocopy)		0.70		
- Official Receipt of Transfer Tax Payment		СТО		
(1 original)		Bureau of Internal Revenue (BIR)		
- Certificate Authorizing Registration (CAR) (1 original and1 photocopy)		Dureau or interf	iai Keveriue (BIK))
- Land Title (1 original and 1 photocopy)		Registry of Dee	de	
· ·	AGENCY	FEES TO	PROCESSING	PERSON
TAXPAYER STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Proceed to Real	Issue order of	None	3 Minutes	EDILBERTO D.
Property Tax	payment for			RODELAS
Division of City	Real Property			Administrative
1	i7			Assistant I



		the taxpayer.			
	official receipt to the assigned personnel.	3.1 Print, sign and release certificate to			
3.	Return to the Real Property Tax Division of CTO and submit complete requirements together with	3. Review and verify submitted requirements/ documents, versus existing individual property card;	None	12 Minutes	EDILBERTO D. RODELAS Administrative Assistant I (CTO)
	corresponding fees.		– PHP 500/ Tax Declaration Application Fee – PHP 40		
2.	Present Order of Payment to assigned teller at the payment counter, and pay	Issue official receipt to the taxpayer.	Tax Clearance Fee – PHP 120 Transfer Fee	5 Minutes	Land Tax Teller's 1 – 4 (CTO)
	Treasurer's Office and inform RPT Div personnel that you will secure Real Property Tax Clearance Certificate.	Tax Clearance Fee, Transfer Fee and Application Fee (Secretary's Fee) to the taxpayer.			(CTO)

123. Issuance of Real Property Tax Order of Payment

Taxpayer/s (*Property Owner/s*) must pay for the Annual Real Property Taxes due to avoid delinquency of the properties.

Office or Division:	City Assessor's Office (CAssrO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	All					
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Previous Real Propert	y Tax Receipt	Property Ow	/ner			
(1 photocopy)						
Title/Tax Declaration (Property Ow				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit requirements to the assigned personnel of the City Assessor's Office- Administrative and Assessment Records Management Division.	1. Issue Real Property Tax Order of Payment to the client.	None	5 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV JEMALYN A. LABACO Administrative Assistant V CARMELITA C. BELTRAN Assessment Clerk II ANTHONY A. ABABA Data Controller I MARIA INES A. ROBIN Administrative Aide II MA. LUISA B. MIRANDA Administrative Aide IV LUBBY A. TANCHING Administrative Aide II MARY JANE V. MOSTAJO Administrative Aide II		
	TOTAL	Niama	E Minutes	(CAssrO)		
	TOTAL:	None	5 Minutes			

124. Issuance of Referral Letter and Certified True Copies of School Records for CHED Certification, Authentication and Verification (CAV)

Students who wish to be employed abroad can secure referral letter and certified true copies of school records from the Registrar's Office of the City University of Pasay. Secured records will then be submitted to the Commission on Higher Education (CHED) for certification, authentication and verification thereof.

Office or Division:	City University of Pasay (CUP)
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Classification:		Complex			1	
Type of Transaction:			vernment to Citizen			
Who may avail:			ner Graduates under all Courses			
CHECKLIST OF R	EQUIRE		- Cradatoo an	WHERE TO SEC	URE	
For BS Nursing Gradu						
Transcript of Records (7		original)	CUP Registra	r's Office		
Related Learning Exper						
Certification			BS Nursing C	ollege Dean's Offic	ce	
(1 original)						
For All Courses						
TORs (1 photocopy)			CUP Registra			
Diploma (1 photocopy)	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		CUP Registra			
Envelope (1 long brown		GENCY	Document Ov FEES TO	vner PROCESSING	PERSON	
CLIENT STEPS		CTIONS	BE PAID	TIME	RESPONSIBLE	
1. (For BS Nursing Student only) Submit the Original Copy of TOR and Related Learning Experience (RLE) Certification to the assigned staff at the CUP Registrar's Office. or (For All Courses) Submit the photocopy of TOR and diploma together with 1 long brown envelope to the assigned staff of the CUP	and subr requ 1.1 Pre sch refe 1.2 Adv clie	pleteness veracity of mitted uirements. epare nool's erral letter. vise the ent to return er 3 working	None	2 Minutes (3 days-waiting time prior issuance of requested documents)	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)	
Claim the requested		ease the uested	None	1 Minute	MARIO L. CASTELO	



documents from the assigned staff of the CUP Registrar's Office.	documents for CHED CAV to the client.			Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	None	3 Days and 3 Minutes	

125. Issuance of Referral/Endorsement Letters for Financial and Medical Assistance

The Office of the City Vice Mayor issues referral/endorsement letters to Pasayeños who would like to avail financial or medical assistance from National Government Agencies.

Office of the City Vice Mayor (OCVM)				
Simple				
G2C – Governmen	t to Citizen			
			URE	
al)		<u> </u>		
ard (1 photocopy)			IG, COMELEC,	
Updated/Current Medical Abstract from Attending Physician (if request is for financial or medical assistance) (1 photocopy)		Attending Physician		
AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Review and verify completeness of requirements and if found to be in order, to inform the client to return the	None	1 Day (includes waiting time)	MA. CELESTE D. ARGUELLES Administrative Officer V (OCVM) BERNADETTE G. TAN Utility Worker II	
	Simple G2C – Governmen Pasay City residen QUIREMENTS al) rtificate (1 original)	Simple G2C – Government to Citizen Pasay City residents QUIREMENTS al) Requesting P rtificate (1 original) rd (1 photocopy) DFA, SSS, Government to Citizen Barangay Hall DFA, SSS, Government to Citizen Barangay Hall DFA, SSS, Government to Citizen Attending Physical Review and verify completeness of requirements and if found to be in order, to inform the client to return the	Pasay City residents QUIREMENTS Requesting Party rtificate (1 original) rd (1 photocopy) Abstract from equest is for stance) Review and verify completeness of requirements and if found to be in order, to inform the client Requesting Party WHERE TO SEC FEQUIPMENT Requesting Party FACTIONS Requesting Party Attending Physician PROCESSING TIME 1 Day (includes waiting time)	



1.1.	Prepare referral/ endorsement letter for signature of the Vice Mayor.			VENTURA Utility Worker I (OCVM)
1.2.	Issue the referral/ endorsement letter to the client.			
·	TOTAL	None	1 Day	

126. Issuance of Referrals to Inter-Agencies (Department of Health-Medical Assistance Program (DOH-MAP), Philippine Charity Sweepstakes Office (PCSO), Malasakit Center, etc.) for various assistance such as Medical Assistance, Temporary Shelter, Transportation Assistance, etc.

The Medical Social Service of PCGH ensures that ER, OPD and Admitted patients are referred accordingly and linked for Inter-Agency Assistance appropriately.

Office or Division:	Medical Social Se PCGH)	Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	All	All			
CHECKLIST OF F					
Social Case Study Re	port (1 original)	Pasay City So	Pasay City Social Welfare and Development		
Inter-Agency Referral/ Recommendation		Inter- Agency (DOH-MAP, PCSO, Malasakit			
Letter (1 original)		Center)			
Referral from the Clini	cal Team (1 original)	Clinical Team,	PCGH		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit all the	 Acknowledge 	None	30 Minutes	Social Worker on	
necessary	the submission			Duty	
documents	and review			(PCGH)	
needed at the	5.70 1011011				



MSSS, PCGH.	intake and supporting documents submitted.			
2. Wait for the request to be processed at the MSSS, PCGH.	2. Coordinate with external resources.	None	30 Minutes	Social Worker on Duty (PCGH)
3. Return to MSSS, PCGH to follow up medical/financial assistance.	3. Inform the requesting party with the outcome of the medical/financial assistance request.	None	5 Minutes	Social Worker on Duty (PCGH)
	TOTAL:	None	1 Hour and 5 Minutes	

127. Issuance of Senior Citizen Medical Social Service Card to Emergency Room, Out Patient Department and Admitted Senior Citizen Patients

The Medical Social Service of PCGH ensures that all ER, OPD and Admitted Senior Citizens patients are attended promptly and given MSS Card for regular monitoring.

Office or Division:		Medical Social Service Section, Pasay City General Hospital (MSSS, PCGH)			
Classification:	Complex	,			
Type of Transaction	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	All Senior Citizens	All Senior Citizens			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
Senior Citizen ID Card	Senior Citizen ID Card (1 original)		Office for Senior Citizen Affairs		
Proceed to the Social Service Department of	1. Conduct interview	None	5 Minutes	Social Worker on Duty (PCGH)	
PCGH, and present your Senior Citizen ID Card.	1.1 Issue Senior Citizen Medical Social Service Card to				



	requesting party.			
2. Proceed to Ancillary Department, PCGH to secure laboratory work- ups Lane.	2. Administer the conduct of laboratory workups, and give other related medical instructions.	None	3 Days	Laboratory/ Radiology Staff on Duty (PCGH)
3. Return to the Ancillary Department, PCGH, and secure work-up result.	3. Issue the Official work-up results to the patient.	None	5 Minutes	Laboratory/ Radiology Staff on Duty (PCGH)
	TOTAL:	None	3 Days and 10 Minutes	

128. Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and Other Personnel Records

Current and former employees of the City Government may file request to the Human Resource Management and Development Office for copies of their service records, certificates of employment and other personnel records.

Office or Division:	Human Resource M	Human Resource Management and Development Office (HRMDO)			
Classification:	Simple				
Type of Transaction:	G2C-Government to	Citizen			
Who may avail:	Current and Former	Employees of the City Government			
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE				
Principal					
Request Slip		HRMDO			
Representative					
Authorization Letter (1 photocopy)		Person Represented (Principal/Document Owner)			
Any Government Issued Identification Card of the person represented (1 photocopy)		PCG-HRMDO (for active employees), BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			
Any Government Issued	Identification Card	BIR, Post Office, PSA, SSS, GSIS, COMELEC,			



of the Representative		LTO		
(1 photocopy) Request Slip		HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip, and once finished, submit it to the HRMDO Frontline Service Section.	1. Receive the accomplished request slip, and issue order of payment.	None	3 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Proceed to the City Treasurer's Office (CTO) and pay the necessary fee.	2. Issue Official Receipt (OR) to the client based on the submitted order of payment.	PHP 40	5 Minutes	Teller, (CTO)
3. Present the OR to the Frontline Service Personnel of the HRMDO.	3. Process the requested document.	None	15 Minutes	For SR/CE/CEC/ Preparation: MATHEW T. DEL ROSARIO Senior Administrative Assistant II (HRMDO) ROSCHELLE O. JAVIER Administrative Assistant II (HRMDO) For Personnel



				Records Certification
				Preparation: ILUMINADA R. ANY Senior Administrative Assistant VI (HRMDO)
				MARLON H. MANALO Administrative Assistant V (HRMDO)
				ROEL C. CASTRO Administrative Assistant IV (HRMDO)
				ROMANO R. EUSEBIO Administrative Assistant I (HRMDO)
	3.1 Sign the requested document.		5 Minutes	ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
4. Claim the requested document from the HRMDO Frontline Services	4. Issue the requested document to the client.	None	2 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO)
Section				SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)
				FE M. PANTOJA Administrative Aide I (HRMDO)
				LANI R. IMPERIAL Administrative Aide I



			(HRMDO)
TOTAL:	PHP 40	30 Minutes	

129. Issuance of Social Case Study Report for Adoption

The Social Case Study Report is a document prepared by a Registered Social Worker to provide a comprehensive assessment and evaluation of the prospective adoptive parents and the child involved. This is one of the essential documents during adoption proceedings.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)				
Classification:	Highly Technical				
Type of	G2C – Government to	o Citizen			
Transaction:					
Who may avail:	Prospective Adoptive				
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
Adoption (Child):					
Barangay/Police Blotte	r (1 original,				
1 photocopy)		Barangay/Police Station			
Medical/Health Record	(1 original,	DOH Accredited Hospital			
1 photocopy)	· -				
Birth Certificate/Foundl		Philippine Statistics Authority (PSA)			
(1 photocopy, 1 origina					
Most recent 2x2 picture	e (2 original,	Photoshop/center			
2 photocopies)	// ' '				
Most recent 3R picture	(1 original,	Photoshop/center			
1 photocopy) Certification of Radio A	nnouncement (with	Radio Station			
three [3] different dates	,	Radio Station			
1 original)	у (триотосору,				
Certification of Newspa	per Publication	Newspaper Printing Office			
(National Circulation) (•	3 - 1			
1 original)	1 137				
Adoption (Prospective	e Adoptive Parent):				
Authenticated Birth Cer	rtificate	PSA			
(1 original, 1 photocopy)					
Marriage Contract (PSA) or Divorce,		PSA			
Annulment, Declaration of Nullity or Legal					
Separation Documents					
(1 photocopy, 1 origina					
Notarized Affidavit of T	. ,				
(1 original, 1 photocopy	()				



 Affidavit of Temp 	porary Custody	PSWDD		
 Notarization 		Notary Pub	olic	
Physical and Medical e	-	Licensed P	hysician	
licensed physician (1 c	ertified photocopy,			
1 original)	D. History	11		
Psychological Evaluation		Psychiatric Hospital or Center/		
(1 certified photocopy, 1 original) NBI/Police Clearance (1 photocopy,		Licensed Psychologist NBI/Local Police Station		
1 original)	т рпососору,	INDI/LOCALI	once Station	
Latest ITR and/or any of	other documents			
showing financial capa		BIR or HR	of agency/compa	ny or
of Employment, Bank (Banking In:	stitution	
Statement of Assets ar	nd Liabilities			
(1 certified photocopy)				
3x5 sized photos of the applicants and		Photoshop/center		
his/her immediate family (1 original,				
1 photocopy)				
Written consent to the	•	Adoptee		
legitimate, adopted or i who are at least 10 year				
(1 certified true copy, 1				
Certificate of attendance		Accredited	Forum/Seminar F	Providers
forum (1 certified photo	copy, 1 original)			
Character references,		Local Church/Minister, the employer, and a non-		
Church/Minister, the er		relative member of the immediate community who		
relative member of the		have known the applicants for at least three (3) years		
community who have k				
for at least three (3) years (3 names and addresses)				
,	, 	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to the	1. Assist client in	None	1 Minute	ESTELA B. AZAS
PSWDD Unit	the registration.			Social Welfare Officer
Office with				<i>II/In-Charge</i> (Kalavaan Unit Office)
I I I I I I I I I I I I I I I I I I I		i		



Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. **AÑONUEVO** Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. **HUERTAZUELA** Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office) KAREN KRISTINE C. **ALBA** Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office) JERUSALEMA B. **BENITEZ** Social Welfare Officer I/In-Charge (San Rafael Unit Office) KAREN J. RECARRO Social Welfare Officer I/In-Charge



				(CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
2. Submit requirements to the Unit-in-Charge.	2. Check and verify the completeness of submitted	None	15 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA
	requirements. 2.1 Conduct intake interview with		10 Minutes	Social Welfare Officer II/In-Charge (San Isidro Unit)
	the client. 2.2 Inform the client about the schedule of		1 Minute	CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
	home visit and interview.			ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
				JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge



				(Maricaban Unit Office)
				KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
			0.0	CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
3. Expect a home visit and interview from a Social Worker of PSWDD	3. Conduct the home visit and interview thrice.	None	3 Days	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
Unit Office. (Note: home visits are done several times to completely gather all the				JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
needed family information)				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JESSA A. HENSON Social Welfare Officer



	T	T		I/In Chargo
				<i>I/In-Charge</i> (Sta. Clara 1 Unit Office)
				(Clair Claira i Cliii Cliii Cliii Cliii
				GEORGIA Y. ERIE
				Social Welfare Officer
				<pre>II/In-Charge (San Jose Unit Office)</pre>
				(San Jose Sint Since)
				SYRILL O.
				HUERTAZUELA
				Social Welfare Officer I/In-Charge
				(Malibay Unit Office)
				,
				JHOANNA MARIE N. NEO
				Social Welfare Officer
				II/In-Charge
				(Maricaban Unit Office)
				KAREN KRISTINE C.
				ALBA
				Social Welfare
				Assistant/In-Charge (Villamor Air Base Unit
				Office)
				JERUSALEMA B.
				BENITEZ Social Welfare Officer
				I/In-Charge
				(San Rafael Unit Office)
				KAREN I REGARDO
				KAREN J. RECARRO Social Welfare Officer
				I/In-Charge
				(CAA I Unit Office)
				CEC ANNI I I MDAM
				CES ANN U. VIRAY Social Welfare Officer I
				/In-Charge
				(San Roque Unit Office)
4. Wait for the	4. Prepare the	None	15 Days	POTCHOY S. SAHIRUL Social Welfare Officer III,
PSWDD Unit Office	child's case			Supervisor of Units-in-
to completely process your	history by			Charge
requested	securing the			E0751 4 5 4 5 1 5
'		524		ESTELA B. AZAS



document.	child's medical			Social Welfare Officer
	record and other			II/In-Charge (Kalayaan Unit Office)
	documents: visit			(Raiayaan Onit Onico)
	the			JULIETH S. DURIA
	hospital/center/			Social Welfare Officer
	clinic where the			II/In-Charge (San Isidro Unit)
	child was			(San isidio onit)
	delivered; to get			CHRISTINE ANN M.
	the birth history,			AGUINDADAO
	visit the mother's			Social Welfare Officer I/In-Charge
	residence during			(CAA 2 Unit Office)
	pregnancy; and			(0, 1, 1, 2, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,
	prepare the child			ROCHELLE L.
	development			AÑONUEVO Social Welfare Officer
	record/milestone			I/In-Charge (Sta. Clara 2
	using the ECCD			Unit)
	checklist.			JEGGA A LIENIGON
4.1 Attend the	4.4 Deguire the			JESSA A. HENSON Social Welfare Officer
psychological	4.1 Require the			I/In-Charge
evaluation at an	adoptive			(Sta. Clara 1 Unit Office)
accredited	parents and the			OFODOLA V FDIF
psychological	child, if			GEORGIA Y. ERIE Social Welfare Officer
testing facility and submit result to the	necessary, for			II/In-Charge
Unit-in-Charge.	psychological			(San Jose Unit Office)
Official Official Go.	evaluation.			0)/DILL 0
				SYRILL O. HUERTAZUELA
4.2 Attend the				Social Welfare Officer
medical evaluation	•			I/In-Charge
at an accredited	adoptive			(Malibay Unit Office)
medical testing facility and submit	parents and the			JHOANNA MARIE N.
result to the Unit-	child, if	None	1 Day	NEO
in-Charge.	necessary, for		. 24,	Social Welfare Officer
Ŭ	medical			II/In-Charge
	evaluation.			(Maricaban Unit Office)
	4.3 Prepare Social			KAREN KRISTINE C.
	Case Study			ALBA
	Report.			Social Welfare Assistant/In-Charge
	1 toporti			(Villamor Air Base Unit
	1	<u> </u>	1	,



				Offices)
				Office)
				JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
5. Claim the Social Case Study Report upon signing the	5. Issue/release the Social Case Study Report to the	None	3 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office)
duplicate copy thereof at the PSWDD Unit Office.	client.			JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit)
				CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office)
				ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
				JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)



T T		T	T
			SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
			JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
			KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
			JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
			KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
			CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
TOTAL:	None	19 Days and 30 Minutes	

130. Issuance of Solo Parent ID Card

The Solo Parent Identification Card is a document issued to single parents or individuals who are solely responsible for the care and upbringing of their child or children.

Office or Division:	Pasay Social Welfare and Development Department (PSWDD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			



Who may avail:

A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender, provided that mother keeps and raises the child;

Parent left solo or alone with the responsibility of parenthood due to the following circumstances:

- Due to death of spouse.
- Spouse is detained or is serving sentence for a criminal conviction for at least one (1) year.
- Physical and/or mental incapacity of spouse as certified by a public medical practitioner.
- Legal separation or de facto separation from spouse for at least one

 (1) year, as long as he/she is entrusted with the custody of the children.
- Declaration of nullity or annulment of marriage as decreed by a court or by a church as long as he/she is entrusted with the custody of the children.

Unmarried mother/father who has preferred to keep and rear her/his child/children instead of having others care for them or give them up to a welfare institution:

Any other person who solely provides parental care and support to a child or children; and

Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents or solo parent.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate certifying that the applicant is a solo parent (1 original, 1 photocopy)	Barangay/Place of Residence
Birth certificate of the minor children (1 certified true copy, 1 original)	Philippine Statistics Authority (PSA)
Government issued Identification Card (1 photocopy, 1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag- IBIG), Land Transportation Office (LTO)



Most recent 1 x 1 picture (2 original, 2 photocopies)		Photoshop/center		
Certificate of detention (if spouse is		Philippine National Police (PNP), National Bureau of		
detained) (1 certified true	e copy, 1 original)	Investigation		•
Court decision (if legally	separated or	Office of the	Clerk of Court	
annulled) (1 certified true	e copy, 1 original)			
Medical certificate or psy		Hospital or A	Accredited Psychi	atric Center
evaluation (if the spouse	e is		•	
physically/mentally incap	pacitated)			
(1 certified true copy, 1 d	original)			
Affidavit of solo parent (i	f unmarried/not	Solo Parent		
legally separated) (1 orig	ginal, 1 photocopy)			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to PSWDD	 Assist client in 	None	1 Minute	ESTELA B. AZAS
Unit Office with	the registration			Social Welfare Officer
jurisdiction over				II/In-Charge
your place of				(Kalayaan Unit Office)
residence and				JULIETH S. DURIA
register in the				Social Welfare Officer
client's logbook at				II/In-Charge
the receiving				(San Isidro Ūnit)
section of PSWDD.				
				CHRISTINE ANN M.
				AGUINDADAO Social Welfare Officer
				I/In-Charge
				(CAA 2 Unit Office)
				(8/ 1/ 2 8/11/ 8/11/88)
				ROCHELLE L.
				AÑONUEVO
				Social Welfare Officer
				I/In-Charge (Sta. Clara 2
				Unit)
				JESSA A. HENSON
				Social Welfare Officer
				I/In-Charge
				(Sta. Clara 1 Unit Office)
				GEORGIA Y. ERIE
				Social Welfare Officer
				II/In-Charge
				(San Jose Unit Office)



	1	T	T	
				SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge
				(Malibay Unit Office)
				JHOANNA MARIE N. NEO
				Social Welfare Officer II/In-Charge
				(Maricaban Unit Office)
				KAREN KRISTINE C. ALBA
				Social Welfare Assistant/In-Charge
				(Villamor Air Base Unit Office)
				JERUSALEMA B. BENITEZ
				Social Welfare Officer I/In-Charge
				(San Rafael Unit Office)
				KAREN J. RECARRO Social Welfare Officer I/In-Charge
				(CAA I Unit Office)
				CES ANN U. VIRAY Social Welfare Officer I
				/In-Charge (San Roque Unit Office)
Submit requirements to	2. Check and verify the	None	5 Minutes	ESTELA B. AZAS Social Welfare Officer
Unit-in-Charge.	completeness			II/In-Charge (Kalayaan Unit Office)
	of submitted			, , ,
	requirements.			JULIETH S. DURIA Social Welfare Officer
	2.1 Conduct the		5 Minutes	II/In-Charge (San Isidro Unit)
	intake interview with			CHRISTINE ANN M.
	the client.			AGUINDADAO Social Welfare Officer I/In-Charge
	1	540	l	



	(CAA 2 Unit Office)
	ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit)
	JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
	GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office)
	SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
	JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
	KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
	JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
541	KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)



				CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
3. Expect a home visit and interview from a Social Worker of PSWDD.	3. Conduct the home visit and interview.	None	10 Days - waiting time prior to the issuance of the Solo Parent ID Card	ESTELA B. AZAS Social Welfare Officer Il/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer Il/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer



		1		II/In-Charge
				(Maricaban Unit Office)
				, ,
				KAREN KRISTINE C.
				ALBA Social Welfare
				Assistant/In-Charge
				(Villamor Air Base Unit
				Office)
				JERUSALEMA B.
				BENITEZ
				Social Welfare Officer I/In-Charge
				(San Rafael Unit Office)
				,
				KAREN J. RECARRO Social Welfare Officer
				I/In-Charge
				(CAA I Unit Office)
				CES ANN U. VIRAY
				Social Welfare Officer I
				/In-Charge
4. Wait for the PSWDD	4. Prepare the	None	1 Day	(San Roque Unit Office) ESTELA B. AZAS
Social Worker to	assessment	None	1 Day	Social Welfare Officer
completely process	report.			II/In-Charge
your request.	тероп.			(Kalayaan Unit Office)
	4.4.4.4.1.1		3 Hours	JULIETH S. DURIA
	4.1 Attach the		3110013	Social Welfare Officer
	other			II/In-Charge
	documentary			(San Isidro Unit)
	requirements			CHRISTINE ANN M.
	in the			AGUINDADAO
	prepared			Social Welfare Officer
	report and			I/In-Charge (CAA 2 Unit Office)
	submit it to the			(Crott 2 Offic Office)
	PSWDD Office			ROCHELLE L.
	for the			AÑONUEVO
	preparation of			Social Welfare Officer I/In-Charge (Sta. Clara 2
	Solo Parent ID			Unit)
	card.			,
			5 Minutes	JESSA A. HENSON



4.2 Prepare the	Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office)
Solo Parent ID	(Sta. Clara i Office)
Card for signature of the City	GEORGIA Y. ERIE Social Welfare Officer II/In-Charge
Mayor.	(San Jose Unit Office)
	SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office)
	JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge
	(Maricaban Unit Office)
	KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge (Villamor Air Base Unit Office)
	JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
	KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
	CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)



	T= 1			FOTEL & B T. C.
5. Claim the Solo Parent ID card once released, upon signing the duplicate copy thereof at the PSWDD Unit Office.	5. Issue/release the Solo Parent ID card to the client.	None	3 Minutes	ESTELA B. AZAS Social Welfare Officer II/In-Charge (Kalayaan Unit Office) JULIETH S. DURIA Social Welfare Officer II/In-Charge (San Isidro Unit) CHRISTINE ANN M. AGUINDADAO Social Welfare Officer I/In-Charge (CAA 2 Unit Office) ROCHELLE L. AÑONUEVO Social Welfare Officer I/In-Charge (Sta. Clara 2 Unit) JESSA A. HENSON Social Welfare Officer I/In-Charge (Sta. Clara 1 Unit Office) GEORGIA Y. ERIE Social Welfare Officer II/In-Charge (San Jose Unit Office) SYRILL O. HUERTAZUELA Social Welfare Officer I/In-Charge (Malibay Unit Office) JHOANNA MARIE N. NEO Social Welfare Officer II/In-Charge (Maricaban Unit Office)
				(Maricaban Unit Office)
				KAREN KRISTINE C. ALBA Social Welfare Assistant/In-Charge



			(Villamor Air Base Unit Office)
			JERUSALEMA B. BENITEZ Social Welfare Officer I/In-Charge (San Rafael Unit Office)
			KAREN J. RECARRO Social Welfare Officer I/In-Charge (CAA I Unit Office)
			CES ANN U. VIRAY Social Welfare Officer I /In-Charge (San Roque Unit Office)
TOTAL:	None	11 Days, 3 Hours and 19 Minutes	

131. Issuance of Special Events Permit

Special events permit are required for (1) any planned activity which is conducted in whole or in part on public property or on public right-of-way or easement that involves the use of public property not in its normal and ordinary use, or (2) any activity in public or private property which may have an impact on city services, resources, neighborhoods, business; which would have a direct and significant impact on ordinary traffic congestion or traffic flow to and from the event over public streets or right-of-way near the event; or which would significantly affect the need of city-provided emergency services such as police, fire safety, or medical aid.

The City Government reserves the right to determine if an application for a special permit should be granted.

Office or Division:	City Administrator's	Office (ADMIN) Operations Division - Permits and	
	Clearance Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business,		
	G2G – Government to Government		
Who may avail:	Event's Organizers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
Letter request from the Organizer prior to the			
event (1 original)		Organizer	



Valid government issued ID card	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO,
(1 photocopy)	COMELEC
Certification of Lessor of Venue for the event	
(Event Certificate) (1 photocopy)	Venue
Company Profile/List of Officers/ Certificate of	
SEC Registration of Organizer/Latest General	Organizer
Information Sheet of Organizer	
(1 photocopy)	
PNP Security Plan with Contingency and	Philippine National Police (PNP)
Mass Casualty Plan (1 original)	, ,
Fire Clearance (1 photocopy)	Bureau of Fire Protection (BFP)
Certification from Structural Engineer for the	
safety of stage set up (1 original)	Structural Engineer
Permit (For Parades, Motorcades, Fun Runs,	Ĭ
and the like) (1 photocopy)	
PRA permit (MOA area),	Philippine Reclamation Authority (PRA)
CCP permit (CCP area),	Cultural Center of the Philippines (CCP)
MMDA permit (Roxas Boulevard and National	Metro Manila Development Authority (MMDA)
Highways)	
SM Mall of Asia permit	SM Mall of Asia (SM MOA)
List of booth, exhibitors, and concessionaires	Organizer
(1 original)	O 1 gar 11 2 o 1
Food concessionaires' business permit	Business Permit and Licensing Office (BPLO)
(1 photocopy)	Dustries : Smill and Electroning Smiles (El 25)
Representative	
SPA or Secretary's Certificate (1 original	Person Represented (Organizer)
copy)	, ,
Valid government issued ID card of the	Post Office, DFA, PSA, SSS, Pag-Ibig, LTO,
organizer (1 photocopy)	COMELEC
Valid government issued ID card of the	Post Office, DFA, PSA, SSS, Pag-Ibig, LTO,
representative (1 photocopy)	COMELEC
Certification of Lessor of Venue for the event	
(Event Certificate) (1 photocopy)	Venue
Company Profile/List of Officers/ Certificate of	
SEC Registration of Organizer/Latest General	Organizer
Information Sheet of Organizer (1 photocopy)	
PNP Security Plan with Contingency and	PNP
Mass Casualty Plan (1 original)	



Fire Clearance (1 photocopy)		BFP		
Certification from Structural Engineer for the safety of stage set up (1 original)		Structural Engineer		
Permit (For Parades, Motorcades, Fun Runs, and the like) (1 photocopy)				
PRA permit (MOA area),		Philippine Reclamation Authority (PRA)		
CCP permit (CCP area),		Cultural Cente	r of the Philippine	s (CCP)
MMDA permit (Roxas Bo Highways)	oulevard and National	Metro Manila [Development Auth	nority (MMDA)
SM Mall of Asia permit		SM Mall of Asi	a (SM MOA)	
List of booth, exhibitors, (1 original)	and concessionaires	Organizer		
Food concessionaires' bi (1 photocopy)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for Special Event's permit, addressed to the City Mayor, together with all the necessary requirements to the Permits and Clearances Section of the ADMIN.	Receive and record the letter and set a schedule for coordination meeting.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
2. Attend the Coordination Meeting with BFP, PNP, DRRM, and TPMO at the ADMIN, and facilitate ocular inspection of the venue.	2. Discuss requirements in compliance with the permit application.	None	30 Minutes	MICHAEL ANGELO R. RAMOS Nurse I (ADMIN) BFP, PNP, DRRM, PTPMO, Events Coordinator and Venue Representatives



3.	Submit complete documentary requirements to the ADMIN.	3. Issue Order of Payment.	None	3 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
4.	Proceed to the City Treasurer's Office (CTO) for assessment and payment of the necessary fees.	4. Compute necessary fees and amusement tax and issue Official Receipt (OR) to the client.	MP +GF + AT + RF + EF = N (Please refer to the schedule of fees below.)	5 Minutes	Cashier (CTO)
5.	Present the OR as proof of payment, and secure the Special Events Permit from the ADMIN.	5. Issue the Special Events Permit to the client.	None	5 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
6.	Claim the Mayor's Clearance from the Receiving Section of the ADMIN.	6. Release the approved and signed Permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
		TOTAL:	*MP +GF + AT + RF + EF = N	47 Minutes	

*Legend:

MP (Mayor's Permit) + GF (Garbage Fee) + AT (Amusement Tax) + RF (Rally/Parade Fee) + **EF** (Exhibitor's Fee) = **N** (Total Fees)

Schedule of Regulatory Fees

- Special Permit PHP 3,000/Day
- Garbage Fee PHP 1,500/Day (indoor)
 - PHP 3,000/Day (outdoor)
- Amusement Tax for Concert/Live Shows: Local and Foreign -5% of the Gross Sales based on the ticket sales
- Fun Run/Motorcade/ Parade/Rally and the like PHP 6,000/day
- Exhibitor's Fee PHP 300/booth



132. Issuance of Temporary Business Permits

Booths and stalls rendering business undertaking in view of the season or celebration, whether temporary or seasonal in nature, shall secure a temporary business permit at the City Administrator Office.

Office or Division:	City Administrator's Office (ADMIN) Operations Division - Permits and Clearance Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Business owners operating in seasonal and temporary period
CHECKLIST OFREQUIREMENTS	WHERE TO SECURE
Letter request addressed to the City Mayor (1 original)	WHERE TO SECURE Client/Applicant
Letter request addressed to the	Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request addressed to the City Mayor, and the documentary requirements at the ADMIN.	Receive, record, and assess submitted documentary requirements. Issue Order of Payment.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
2. Present the Order of Payment at the City Treasurer's Office (CTO) for the payment of necessary fees.	2. Process the payment and issue Official Receipt (OR) to the client.	MP +GF + BT = N (Please refer to the schedule of fees below.)	5 Minutes	Cashier (CTO)



3. Present the OR at the Special Events Permit of ADMIN Office.	3. Issue the Temporary Business Permit to the client.	None	3 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
4. Claim the Approved Temporary Business Permit at the Permits and Clearance Section of the ADMIN Office.	4. Record and release the approved and signed permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
TOTAL:		*MP +GF + BT = N	12 Minutes	

*Legend:

MP (Mayor's Permit) + **GF** (Garbage Fee) + **BT** (Business Tax) = **N** (Total Fees)

Schedule of Regulatory Fees for Business Tax

Less than ten (10) days
 PHP 300.00

 Ten days or more but not exceeding one (1) month
 PHP 500.00

 More than one month but not exceeding two (2) month - PHP 750.00

 More than two (2) months but not exceeding three months - PHP 1,000.00

Note: Should the business undertaking exceed three (3) months, the booth or stall holders are required to secure a regular Business Permit from the Business Permit and Licensing Office.

As per Ordinance No. 4527, series of 2011

133. Issuance of Tourism Registration Certificate

Resorts, hotels, motels, apartelles, restaurants, travel agencies, tourist guides, tour transports, entertainment, and other tourism related establishments whether their operation is domestic and



international in scope, operating within the bounds of Pasay City, should apply annually for a tourism registration certificate from the Tourism and Cultural Development Office.

New Application:

new Application:				
Office or Division:	Tourism and Cultural Development Office (TCDO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All tourism-related business establishment owners			
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE		
Principal				
For Restaurants, Club				
Hotels/Motels/Appa				
Duly Accomplished App	lication Form			
- Application Form		TCDO		
- Details/information to	be indicated in	Tourism-related Business Establishment Owner		
the application form		T : 1.15 : 5.1111 .0		
Contract of Lease/Proof	of Ownership	Tourism-related Business Establishment Owner		
(1 photocopy)	Dh ata aan d	DDLO		
Barangay Clearance (1		BPLO		
Certificate of Business N	-	Department of Trade and Industry		
if applicable (1 photo		,		
Certificate of Incorporati	on, ii applicable	Securities and Exchange Commission		
(1 photocopy)	hotos (1 Original)	Tourism-related Business Establishment Owner		
List of Employees with photos (1 Original) For Travel Agency:		Touristiffelated business Establishment Owner		
Duly Accomplished App	lication Form			
- Application Form		TCDO		
- Details/information to	he indicated in	Tourism-related Business Establishment Owner		
the application form		Tourism Tolated Education Tolated Education Tolated		
Proof of Surety Bond wo	orth for Corporation			
PHP 500,000 Bond,		Any Surety Bond Company		
PHP 100,000 (1 photoco	_	Ι το		
Contract of Lease/Proof		Tourism-related Business Establishment Owner		
(1 photocopy)	•			
Certificate of Business N	Name Registration,	Department of Trade and Industry (DTI)		
if applicable (1 photocopy)		Department of Trade and Industry (DTI)		
Certificate of Incorporation, if applicable		Securities and Exchange Commission		
(1 photocopy)				
Barangay Clearance (1 photocopy)		BPLO		
List of Employees with photos (1 Original)		Tourism-related Business Establishment Owner		
For Alien Personnel- Pro				
Certificate of Registration (ACR) and		Bureau of Immigration		
Immigrant Certificate	of Residence			



(ICD)	
(ICR)	
(1 photocopy)	
For Tour Transport:	
Duly Accomplished Application Form	TCDO
Application FormDetails/information to be indicated in	TCDO Tourism-related Business Establishment Owner
the application form	Tourishi-related business Establishment Owner
пте аррисацоп топті	Land Transportation Franchising and Regulatory
Franchise to Operate (1 photocopy)	Board (LTFRB)
Official Receipt and Certificate of	Land Transportation Office (LTO)
Registration (OR/CR) (1 photocopy)	
Contract of Lease/Proof of Ownership (1 photocopy)	Tourism-related Business Establishment Owner
Certificate of Business Name Registration,	DTI
if applicable (1 photocopy)	
Certificate of Incorporation, if applicable	Securities and Exchange Commission (SEC)
(1 photocopy)	, ,
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
For Accreditation Tour Guide (local and	
foreign):	
Duly Accomplished Application Form	T000
- Application Form	TCDO
- Details/information to be indicated in	Tourism-related Business Establishment Owner
the application form	Division Oliver
2x2 Picture (1 piece colored)	Photo Shop
Police Clearance (1 photocopy)	PNP-Pasay
Fiscal Clearance (1 photocopy)	City Prosecutor's Office
Barangay Clearance (1 photocopy)	Barangay Hall where the applicant resides
Medical Certificate (1 photocopy)	Any medical clinic/hospital
Seminar Certificate (1 photocopy)	Department of Tourism
Passport/Visa if Foreign Tour Guide	Concerned Embassy
(1 photocopy)	
Representative	
For Restaurants, Clubs, Hotels/Motels/Appartels:	
Duly Accomplished Application Form	
- Application Form	TCDO
- Details/information to be indicated in	Tourism-related Business Establishment Owner
the application form	2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
the person represented and the	Ibig, LTO
s porcon represented and the	······································



representative (1 original)	
Contract of Lease/Proof of Ownership	Tourism-related Business Establishment Owner
(1 photocopy)	
Barangay Clearance (1 photocopy)	BPLO
Certificate of Business Name Registration,	D
if applicable (1 photocopy)	Department of Trade and Industry
Certificate of Incorporation, if applicable	Constitution and Freshaum Commission
(1 photocopy)	Securities and Exchange Commission
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
For Travel Agency:	
Duly Accomplished Application Form	
- Application Form	TCDO
- Details/information to be indicated in	Tourism-related Business Establishment Owner
the application form	
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
the person represented and the	Ibig, LTO
representative (1 original)	ibig, LTO
Proof of Surety Bond worth for Corporation	Any Surety Bond Company
PHP 500,000 Bond, for Single	
PHP 100,000 (1 photocopy)	
Contract of Lease/Proof of Ownership	Tourism-related Business Establishment Owner
(1 photocopy)	
Certificate of Business Name Registration,	DTI
if applicable (1 photocopy)	
Certificate of Incorporation, if applicable	SEC
(1 photocopy)	
Barangay Clearance (1 photocopy)	BPLO
List of Employees with photos (1 original)	Tourism-related Business Establishment Owner
For Alien Personnel- Proof of Alien	
Certificate of Registration (ACR) and	
Immigrant Certificate of Residence	Bureau of Immigration
(ICR)	
(1 photocopy)	
For Tour Transport:	
Duly Accomplished Application Form	TODO
- Application Form	TCDO
- Details/information to be indicated in	Tourism-related Business Establishment Owner
the application form	Tourism related Dusiness Establishment Overs
Authorization letter (1 original)	Tourism-related Business Establishment Owner
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
the person represented and the	Ibig, LTO
representative (1 original)	-



		Land Transpa	rtation Franchisin	a and Dagulatory
Franchise to Operate (1 photocopy)		Board (LTFR		ng and Regulatory
Official Receipt and Certificate of Registration (OR/CR) (1 photocopy)		LTO		
Contract of Lease/Pro		Tourism-relate	ed Business Esta	blishment Owner
(1 photocopy)				
	s Name Registration,	DTI		
if applicable (1 ph				
Certificate of Incorpor	ration, if applicable	SEC		
(1 photocopy)				
Barangay Clearance		BPLO		_
List of Employees wit		Tourism-relate	ed Business Esta	blishment Owner
	our Guide (local and			
foreign):				
Duly Accomplished A	pplication Form			
- Application Form		TCDO		
	n to be indicated in	Tourism-relate	ed Business Esta	blishment Owner
the application for				
Authorization letter (1	· ·	Tourism-relate	ed Business Esta	blishment Owner
Government issued lo		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-		
the person repres		Ibig, LTO		
representative (1	original)	ibig, LTO		
2x2 (1 piece colored)		Photo Shop		
Police Clearance (1 p		PNP-Pasay		
Fiscal Clearance (1 p		City Prosecut		
Barangay Clearance			I where the applic	cant resides
Medical Certificate (1		Any medical clinic/hospital		
Seminar Certificate (1 photocopy)	Department of Tourism		
Passport/Visa if Fore	ign Tour Guide	Concerned E	mhaeev	
(1 photocopy)	,			
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit the	Acknowledge	None	14 Minutes	MARY GRACE L.
accomplished	receipt of			CEPEDA
application form	application form			Tourism
together with the	and the attached			Operations Assistant I
complete	complete			(TCDO)
requirements at	requirements.			(1000)
the receiving are	1.1 Issue order of			FELIX B.
of the TCDO.	payment and			BALAGOT JR.
	inform the client			Administrative
	to proceed to			Aide V
	the City			(TCDO)



	Trans			
	Treasurer's Office for payment.			JOSELITO C. ECHON Administrative Aide III (TCDO)
2. Pay the corresponding fees at the cashier of the Treasurer's Office.	Receive payment and issue official receipt.	Please refer to the table of fees below	5 Minutes	Cashier City Treasurer's Office
3. Return to the TCDO and present the official receipt.	3. Release the Registration Certificate upon signing in the logbook.	None	14 Minutes	MARY GRACE L. CEPEDA Tourism Operations Assistant I (TCDO) FELIX B. BALAGOT JR. Administrative Aide V (TCDO) JOSELITO C. ECHON Administrative Aide Ill (TCDO)
	TOTAL:	Please	33 Minutes	,
		refer to the		
		table of		
		fees below		

Renewal:

Office or Division:	Tourism and Cultural Development Office (TCDO)		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	All tourism-related business establishment owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
For Restaurants, Clubs	S,		
Hotels/Motels/Apparte	ls:		
Previous Registration Certificate or		TCDO	



Previous Proof of Payment (1 photocopy)		
For Travel Agency:		
Previous Registration Certificate or		
Previous Proof of Payment (1 photocopy)	TCDO	
Proof of Surety Bond worth for Corporation		
PHP 500,000 Bond, for Single	Any Surety Bond Company	
PHP 100,000 (1 photocopy)	7 my Garaty Barra Garriparry	
For Tour Transport:		
Previous Registration Certificate or		
Previous Proof of Payment (1 photocopy)	TCDO	
For Accreditation Tour Guide (local and		
foreign):		
Previous Registration Certificate or	TODO	
Previous Proof of Payment (1 photocopy)	TCDO	
Representative		
For Restaurants, Clubs,		
Hotels/Motels/Appartels:		
Previous Registration Certificate or	TCDO	
Previous Proof of Payment (1 photocopy)	ТСВО	
Authorization letter (1 original)	Tourism-related Business Establishment Owner	
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-	
the person represented and the	Ibig, LTO	
representative (1 original)	loig, ETO	
For Travel Agency:		
Authorization letter (original)	Tourism-related Business Establishment Owner	
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-	
the person represented and the	Ibig, LTO	
representative (1 original)	1019, 210	
Previous Registration Certificate or	TCDO	
Previous Proof of Payment (1 photocopy)	1.000	
Proof of Surety Bond worth for Corporation		
PHP 500,000 Bond, for Single	Any Surety Bond Company	
PHP 100,000 (1 photocopy)		
For Tour Transport:		
Previous Registration Certificate or	TCDO	
Previous Proof of Payment (1 photocopy)		
Authorization letter (1 original)	Tourism-related Business Establishment Owner	
Government issued Identification Card of	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-	
the person represented and the	Ibig, LTO	
representative (1 original)	<u> </u>	
For Accreditation Tour Guide (local and		
foreign):	TCDO	
Previous Registration Certificate or	TCDO	



Previous Proof of Pay	ment (1 photocopy)			
Authorization letter (1 original)		Tourism-related Business Establishment Owner		
Government issued Identification Card of		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-		
the person represente	ed and the		ice, DFA, PSA, S	55, G515, Pag-
representative (1 orig		lbig, LTO		
2x2 Picture (1 piece of		Photo Shop		
Police Clearance (1 p	hotocopy)	PNP-Pasay		
Fiscal Clearance (1 p	hotocopy)	City Prosecutor's Office (CPO)		
Barangay Clearance	(1 photocopy)		II where the applic	ant resides
Medical Certificate (1	photocopy)	Any Medical (Clinic/Hospital	
Seminar Certificate (1	l photocopy)	Department o	f Tourism	
Passport/Visa if Forei (1 photocopy)	gn Tour Guide	Concerned E	mbassy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit complete	1. Acknowledge	None	10 Minutes	MARY GRACE L.
requirements at	receipt of			CEPEDA Tourism
the receiving	complete			Operations
area of the	requirements.			Assistant I
TCDO.	4.4.155.15.55.55			(TCDO)
	1.1 Issue order of			,
	payment and			FELIX B.
	inform the client			BALAGOT JR.
	to proceed to the			Administrative
	City Treasurer's Office for			Aide V
				(TCDO)
	payment.			JOSELITO C.
				ECHON
				Administrative
				Aide III
		5.	4 5 41	(TCDO)
2. Pay the	2. Receive	Please refer	4 Minutes	Cashier
corresponding	payment and	to the table		City Treasurer's Office
fees at the	issue official	of fees		Onice
cashier of the	receipt.	below		
Treasurer's				
Office.	O. Dalassa (I.)	NI - · ·	45 Min to	MADY OD AGE !
3. Return to the	3. Release the	None	15 Minutes	MARY GRACE L. CEPEDA
TCDO and	Registration			Tourism
present the	Certificate upon			Operations
official receipt.	signing in the			Assistant I
	logbook.			(TCDO)



			FELIX B. BALAGOT JR. Administrative Aide V (TCDO) JOSELITO C. ECHON Administrative Aide III (TCDO)
TOTAL:		29 Minutes	
	to the table		
	of fees		
	below		

Type of Establishments/Accommodation	Registration Fees
Resort,"Hotel Spa", Day Spa	PHP 3,500
Motels and Tourist Inn	
- First Class	PHP 3,000
- Economy	PHP 2,000
Apartelles	PHP 3,500
Hotel	
- Standard/Economy	PHP 3,500
- Deluxe	PHP 4,500
TRAVEL AND TOUR SERVICES	
Travel Agency and Tour Operator	PHP 3,000
- Car - Coaster/Van - Bus Air Transport	PHP 300 PHP 400 PHP 1,000
- Common Carrier (airline) - Chartered (passenger) Water Vessel	PHP 3,500 PHP 2,000 PHP 2,000



TOURISM RELATED ESTABLISHMENTS ENTERTAINMENT			
Karaoke Bar (Class A)	PHP 5,000		
Karaoke Bar and Night Club (Class B) (Along Roxas Blvd.)	PHP 3,000		
Karaoke Bar (Class C)	PHP 2,000		
RESTAURANTS			
Specialty Restaurant	PHP 3,000		
Fine Dining with catering service	PHP 3,000		
Fast Foods	PHP 2,000		
Food Kiosk (with franchise)	PHP 1,000		
Eatery and wrap to go (located along busy areas like Star City and national roads	PHP 1,000		
SHOPPING MALL			
- Class A	PHP 3,000		
- Class B	PHP 2,000		
 Specialty Shop (selling imported goods and imported foods) 	PHP 2,000		
Cinemas	PHP 2,000		
Wine and Liquor Store	PHP 2,000		
Theme parks	PHP 4,000		
AMUSEMENT AND RECREATIONAL FACILITIES			
Class A (casino)	PHP 3,000		
Class B	PHP 1,000		
GLOBAL GUTS, OFF TRACK, POOLS, BILLIARDS, COMPUTER R	RENTALS		
Money Changer	PHP 2,000		
Museum/Gallery	PHP 1,500		
Rest Areas/Convenient Stores	PHP 2,000		
Sundry/Souvenir Shops	PHP 2,000		
Flower Shops, Boutiques, Barber Shops (located inside the premises of hotels, airports and malls)	PHP 2,000		
Health and Fitness	PHP 1,500		
*Class B and C (Massage Parlors, Reflexologies)	PHP 1,500		
Travel Associations	PHP 1,000		
Exhibit Organizers, Event Specialist (include theatrical shows, concerts, car shows, etc.)	PHP 3,000		

134. Issuance of TPFRO License Plate and/or Sticker to Tricycles and Pedicabs

This service is for the acquisition of TPFRO License Plate and/or stickers of tricycle and pedicab owners/operator with updated Franchise and Mayor's Permit at the Tricycle/Pedicab Franchising Regulatory Office.

Office or Division:	Tricycle/Pedicab Franchising Regulatory Office (TPFRO)
Classification:	Simple



Type of Transaction:	Type of Transaction: G2C – Government to Citizen				
Who may avail:		edicab owners/operators who have an updated			
	Mayor's Permit				
CHECKLIST OF REC			HERE TO SECU	RE	
Principal					
Updated Mayor's Permit t	o Operate	TPFRO			
(1 original copy)		TITIO			
Updated Authority for Tric		TPFRO			
Franchise (1 original copy	<u>')</u>	_			
Actual Tricycle/Pedicab		Tricycle/Pedicab	Owner		
Representative					
Updated Mayor's Permit t (1 original copy)	•	TPFRO			
Updated Authority for Tric Franchise (1 original copy	-	TPFRO			
Actual Tricycle/Pedicab	')	Person represen	ted (Tricycle/Pedi	cab Owner)	
Authorization letter (1 orig	ninal)		ted (Tricycle/Pedi		
Any Government Issued I			PSA, SSS, GSIS		
of the person represented		LTO			
Any Government Issued I		BIR, Post Office, PSA, SSS, GSIS, COMELEC,			
of the Representative (1 p		LTO			
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Present the	1. Verify the	None	10 Minutes	JOSELITO P.	
requirements to the	documentary			OBIAL	
assigned personnel	requirements,			Administrative Aide II	
at the TPFRO.	check the			(TPFRO)	
	physical			(**************************************	
	appearance of			Or	
	the unit, and				
	issue TPFRO			MARLON C. VIOLETA	
	License Plate			Administrative	
	and/or Sticker			Aide I	
	thereof.			(TPFRO)	
	u leteot.				
	TOTAL:	None	10 Minutes		



135. Job Placement for Senior Citizens and Persons with Disabilities (PWDs)

This is an employment assistance program being extended by the Public Employment Service Office to the Senior Citizens and Persons with Disabilities (PWDs).

Office or Division:	Public Employment Service Office (PESO)					
Classification:	Simple	Simple				
Type of Transaction:	G2C – Government to	G2C – Government to Citizen				
Who may avail:		Senior Citizens and PWDs				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
Duly Accomplished Em						
Registration System (E	IRS) (1 original)					
- EIRS Form		PESO				
- Details of the Fo		Senior Citizen				
Updated Resume (1 or	ginal)	Senior Citizen				
Certificate of Residence	(1 photocopy)		arangay where th	ie Senior		
		Citizen/PWD r		. 0		
Certificate of Indigency	(1 photocopy)		arangay where th	ie Senior		
Applicable Identification	Cord. (4 original)	Citizen/PWD r	esides			
Applicable Identification - Senior Citizen	i Card. (Toriginal)	Office of the S	enior Citizens Aff	aire		
- PWD						
Working Permit (1 phot	ocopy)	Persons with Disabilities Affairs Office Business Permits and Licensing Office				
Health Certificate (1 ph	1 2 /	City Health Office				
Police Clearance (1 ph		Philippine National Police-Pasay City Police Station				
` '		FEES TO PROCESSING PERSON				
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit EIRS form	 Accept complete 	None	5 Minutes	RECCE CATALINA		
together with	requirements.			J. PETILLA		
complete				Administrative Aide I (PESO)		
requirements at	1.1 Verify and			(1 230)		
the receiving	evaluate	None	5 Minutes			
section of PESO.	authenticity of					
	submitted					
	documents.					
	documents.					
O Dropped with the	O Conduct initial	None	15 Minutes	LILIA G. BORNILLA		
2. Proceed with the	Conduct initial interview to	None	15 Minutes	Administrative Aide I		
initial interview at	assess capability			(PESO)		
PESO.	or capacity of the					
	applicant.					



	2.1 Conduct career/ employment coaching to match the qualification of the applicant to the desired job.	None	15 Minutes	
	2.2 Endorse applicant to Pasay City General Hospital for medical examination and advise the applicant to return upon receipt of the result.	None	10 Minutes	JOANNA G. BALORO Administrative Aide I (PESO)
3. Proceed to Pasay City General Hospital to undergo Medical Examination and secure Fit to Work Certification.	3. Wait for the submission of result of medical examination by the applicants.	None	1 Day 6 Hours and 40 Minutes	JOANNA G. BALORO Administrative Aide I (PESO)
4. Submit Fit to Work Certification at the Receiving Section of PESO.	4. Verify certification. 4.1 Endorse applicant to partner companies.	None	30 Minutes	ATTY. MARLA OLIVIA BELLO- ALOM PESO Manager (PESO)
	TOTAL:	None	2 Days	

136. Livelihood Assistance

Public Employment Service Office provides livelihood assistance to qualified applicants. To improve the socio-economic condition of the disadvantaged workers/poor, there is a need for Entrepreneurial



undertaking for targeted beneficiaries of the City: providing them with the necessary livelihood & self- employment opportunities that would enable them to become productive citizens of the community.

Office or Division:					
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All Disadvantaged and Displaced Workers				
CHECKLIST OF I			WHERE TO SEC	URE	
Duly Accomplished Livelihood Beneficiary Profile Form (1 original): - Profile Form - Details of the Form Duly Accomplished Department of Labor and		PESO Applicant			
Employment Integrated Emergency Employmer Form (1 original): - DILEEP Form - Details of the Fo	nt Programs (DILEEP)	Department of Labor and Employment Applicant			
Certificate of Indigency		Office of the Barangay where the applicant resides			
Community Tax Certific	ate (1 photocopy)	City Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the required forms together with complete requirements at the receiving section of PESO.	Accept complete requirements. 1.1 Verify and evaluate to assess the authenticity of submitted documents.	None	5 Minutes 5 Minutes	RECCE CATALINA J. PETILLA Administrative Aide I (PESO)	
2. Proceed to the office of the PESO Manager for interview.	2. Conduct interview to determine the livelihood assistance the client wishes to avail.	None	10 Minutes	ATTY. MARLA OLIVIA BELLO- ALOM PESO Manager (PESO)	



2.1 Process application.	None	5 Minutes	EDITHA O. FELIPE Senior Administrative Assistant II
			LILIA G. BORNILLA Administrative Aide I (PESO)
2.2 Endorse application to Department of Labor and Employment.	None	5 Minutes	ATTY. MARLA OLIVIA BELLO- ALOM PESO Manager (PESO)
TOTAL	.: None	30 Minutes	

137. Manpower Assistance during Special Events

The Public Order and Safety Unit provide manpower assistance during conduct of special events, disaster or calamities.

Office or Division:	Public Order and	Public Order and Safety Unit (POSU)			
Classification:	Simple				
Type of Transaction:	G2G – Governme	nt to Governr	ment and G2C - 0	Government to Citizen	
Who may avail:	All Pasay City Gov	vernment Offi	ces/Departments		
CHECKLIST OF F	REQUIREMENTS		WHERE TO S	ECURE	
Approved written requ	est (1 photocopy)	Office of the	e City Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit approved written request to POSU receiving section.	Receive the approved written request.	None	2 Minutes	ROWENA P. CANLAS Administrative Aide IV (POSU) SAMARITA B. MARIANO Security Guard I (POSU)	
Discuss with the assigned POSU personnel the	2. Note the details of request and confirm the	None	58 Minutes	ROBERTO A. GONZAGA Security Agent II	



details of request such as manpower assistance needed in the conduct special events, disaster or calamities.	extension of manpower assistance. 2.1 Meet the POSU Security Team for their deployment after providing instructions on their task assignment/s.			(POSU Operations Team/Task Force) NOEL M. SAURA Security Officer II/ Officer-in-Charge (POSU)
	TOTAL:	None	1 Hour	

138. Mechanical Permit and Certificate to Operate/Use

Owners of Commercial, Industrial and Institutional Buildings shall secure Mechanical Permit and Certificate to Operate/use from the City Engineer's Office/Office of the Building Official for the following categories:

- 1. Use of Construction Equipments (Heavy Equipments & Trucks)
- 2. Refrigeration, Air conditioning, Mechanical Ventilations
- 3. Installation of Escalators, Moving Walks, Elevators, Conveyors
- 4. Installation of Boilers, pressurized water heaters, sewage pumps
- 5. Automatic Fire Sprinkler System

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)			
Classification:	Complex			
Type of Transaction:	G2C – Governmen	t to Citizen; G2B – Government to Business;		
	G2G – Governmen	t to Government		
Who may avail:	All owners of comm	nercial, industrial and institutional buildings		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Mechanical Permit				
Principal:				
Duly Accomplished Mec	Duly Accomplished Mechanical Permit			
Application Form signed	by the owner and			
Mechanical Engineer:				
- Duly accomplished application form		CEO/OBO		
- Details of the form and signature		Building Owner and Mechanical Engineer		



Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Approved Building Permit (1 photocopy)	Office of the City Engineer/Building Official
Sketch/location of site (1 original)	Building Owner
Signed and sealed Mechanical Plan with	
complete details of installation (1 original and 2 photocopies)	Hired Mechanical Engineer
Signed and sealed Mechanical Cost Estimate and Specifications with complete details of installation (1 original, 2 photocopies)	Hired Mechanical Engineer
PRC Licenses and PTRs of all involved professionals in the project (1 photocopy)	Hired Mechanical Engineer
Representative:	
Duly Accomplished Mechanical Permit	
Application Form signed by the owner and	
Mechanical Engineer:	
 Duly accomplished application form 	CEO/OBO
 Details of the Form and signature 	Building Owner and Mechanical Engineer
Authorization letter (1 original)	Building Owner
Any Valid Government ID Card of the Representative (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Any Valid Government ID Card of the Person Represented (Building Owner) (1 original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Approved Building Permit (1 photocopy)	CEO/OBO
Sketch/location of Site (1 original)	Building Owner
Signed and sealed Mechanical Plan with	
complete details of installation (1 original,	Hired Mechanical Engineer
2 photocopies)	
Signed and sealed Mechanical Cost	
Estimate and Specifications with complete	Hired Mechanical Engineer
details of installation (1 original,	Tilled Mechanical Engineer
2 photocopies)	
Professional License (1 photocopy)	Hired Mechanical Engineer



Professional Tax Receipt (1 photocopy)		City Treasurer's Office where the licensed professional practices profession		
Mechanical Certifica	ate to Operate			
Principal:				
Any government ID ca (1 original)	ard	BIR, Post Offi LTO	ce, PSA, SSS, G	SIS, COMELEC,
Previously issued Me	chanical Permit	CEO/OBO		
(1 original, 1 photocol	py)			
Photo of Installation (Photo Shop/C	Center	
Representative:		-		
Previously issued Me	chanical Permit	CEO/OBO		
(1 original, 1 photocol	py)			
Authorization letter (1	original)	Person Repre	esented (Building	Owner)
Any government ID ca		BIR, Post Offi	ce, PSA, SSS, G	SIS, COMELEC,
representative (1 original		LTO		
Any government ID ca represented (Building (1 original)	•	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Photo of Installation (2 original)	Photo Shop/Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished application form together with the complete requirements at	Accept application form together with the complete requirements.	None	5 Minutes	ENGR. RHANDY L. FARRE Engineer II, (OSSCPAS, CEO/OBO)
Window 1, Room 311 or OSSCPAS, CEO/OBO. 1.1 Encode information in the system.		None	30 Minutes	ENGR. BENHUR JOSHUA R. DELMO Engineer I, (OSSCPAS, CEO/OBO)
	1.2 Process application.	None	5 Days	ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building Official, (CEO/OBO)



	T			
				ENGR. CARL BENEDICT A. CABANSAG Engineer III, (OSSCPAS, CEO/OBO)
	1.2 legue Order	None	15 Minutes	ENGR. RHANDY L. FARRE Engineer II, (OSSCPAS, CEO/OBO)
	1.3 Issue Order of Payment to the client.			LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO)
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue official receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	Cashier (OSSCPA)
3. Present OR to Window 4, Room 311, OSSCPAS, and claim the appropriate Mechanical	3. Verify OR, and release the Mechanical Permit and Certificate to Operate/Use.	None	30 Minutes	MA. LUZ T. NAZARREA Administrative Aide I (OSSCPAS, CEO/OBO)
Permit and Certificate to Operate/Use.				MELANIE ANN R. ABRACOSA Administrative Aide I, (OSSCPAS, CEO/OBO)
	TOTAL:	*MF + CF = TF	5 Days, 1 Hour and 25 Minutes	



*Legend:
MF (Mechanical Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. MF (Mechanical Fee)

MF = **Mechanical Load** x Rate

Mechanical Load	Rate
Cold storages & Ice plants	
Up to 100 tons capacity	PHP 25/ton
Above 100 tons up to 150 tons	PHP 20/ton
Above 150 tons up to 300 tons	PHP 15/ton
Above 300 tons to 500 tons	PHP 10/ton
In excess above 500 tons	PHP 5/ton
Window type	PHP 40/unit
Packaged/ Centralized Air Con System	
1 st 100 tons	PHP 25/unit
Above 100 tons up to 150 tons	PHP 20/unit
Above 150 tons up to 300 tons	PHP 15/unit
Above 300 tons up to 500 tons	PHP 10/unit
In excess of 500 tons	PHP 5/unit
Mechanical Ventilation (blowers or fan)	
Up to 1 kw per unit	PHP 10/unit
Above 1 kw to 7.5 kw	PHP 50/unit
In excess or fraction above 7.5 kw	PHP 20/unit
Escalators and moving walks, Funiculars	PHP 120/unit
Elevators (Passenger)	PHP 500/unit
Elevators (Freight)	PHP 400/unit
Elevators (Cars)	PHP 500/unit
Dumbwaiters (motor driven)	PHP 50/unit
Construction Elevator	PHP 400/unit
Every landing above first five landing for all	PHP 50/landing
above elevators	
Boilers	
Up to 7.5 Kw	PHP 400/unit
Above 7.5 kw to 22 kw	PHP 550/unit
Above 22 kw to 37 kw	PHP 600/unit



Above 37 kw to 52 kw	PHP 650/unit
Above 52 kw to 67 kw	PHP 800/unit
Above 67 kw to 74 kw	PHP 900/unit
Pressurized water heaters	PHP 120/unit
Water, sump and sewage pumps for	PHP 55/kw
commercial/industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 2/unit
	excluding the pump
Generator-diesel/gasoline/steam/hydro/	
nuclear or solar generating units	
Up to 50 kw	PHP 15/kw
Above 50 up to 100 kw	PHP 10/kw
Every kw above 100 kw	PHP 2.40/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 10/unit
Pressure Vessel	PHP 40/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 24/ton
Internal combustion engine (forklift, loader,	
mixers, compressors trucks kw/unit)	
Up to 100 kw	PHP 100/unit
Every fraction above 100 kw	PHP 3/unit
Testing/Calibration of pressure gauge for	PHP 30/unit
each gas meter	
Every mechanical ride, inspection, etc., used	PHP 30/unit
in amusement centers such as ferries wheel,	
carousel and the like	

2. CF (Computerization Fee) = PHP 20

139. Medicine and Food Supplement Distribution

The Office of the City Vice Mayor provides free medicines and food supplements intended for the holistic well-being of Pasay City constituents and walk-in applicants.

Office or Division:	Office of the City Vice Mayor (OCVM)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CURE
Principal:				
Valid Government-issued ID Card		DFA, SSS, GSIS, LTO, Pag-IBIG, COMELEC, Post		
(1 original)		Office, PhilHe	alth	
Letter Request (1 orig	jinal)	Requesting Pa	arty	
Barangay Clearance/		Barangay Hall		
Updated/Current Pres	scription from	Attending Physician		
Attending Physician (
maintenance medicine	e/s) (1 original)			
Representative:				
Authorization letter (1			sented (Requestii	
Valid Government-iss	ued ID Card of the			G, COMELEC, Post
Person Represented	· •	Office, PhilHe	alth	
(1 original, 1 photocop	oy)			
Valid Government-iss			_	G, COMELEC, Post
Representative) (1 ori	iginal, 1 photocopy)	Office, PhilHe	alth	
Letter Request (1 orig	jinal)	Person Repre	sented (Requestii	ng Party)
Barangay Clearance/		Barangay Hall		
Updated/Current Pres		Attending Phy	rsician	
Attending Physician (
maintenance medicine			1	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Review and	None	4 Minutes	AMOR S. TALOSIG Clerk II
requirements to	verify			(OCVM)
the Medical	completeness of			(OC V IVI)
Assistance	requirements.			SUSAN T.
Section of the				GUINGAB
OCVM.				Administrative Aide I
				(OCVM)
				MADIA
				MARIA ANTIONETTE I.
				Administrative Aide I
				(OCVM)
2. Claim the	2. Release	None	3 Minutes	AMOR S. TALOSIG
medicines/food	requested			Clerk II
supplements	medicines/food			(OCVM)
from the Medical				0110 111 =
Assistance	supplements to			SUSAN T.
Section of the	the client.			GUINGAB Administrative Aide I
2001011 01 1110				Autilitionalive Alue I



OCVM.				(OCVM)
				MARIA ANTIONETTE I. MIRANDA Administrative Aide I
				(OCVM)
	TOTAL	None	7 Minutes	

140. Memoranda Annotation/Cancellation on Tax Declaration

The City Assessor's Office processes request for annotation or cancelation of documents for loans, mortgage and court decision purposes.

Office or Division:	City Assessor's Office (CAssrO)			
Classification:	Simple			
Type of Transaction:	G2C – Governme	G2C – Government to Citizen		
Who may avail:	Mortgagor/ Mortg	agee/Court Con	cerned	
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SEC	CURE
Principal				
Valid Government Issu Card (1 photocopy)	ed Identification	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU		
Certified Copy of Title/	Court Order		eds/Court Concer	ned
(1 original)		l regions of 2 of		
Letter request for Anno	tation/Cancellation	Mortgagor/Mor	tgagee/Court Con	cerned
Mortgage/Release of M	/lortgage/Court	Mortgagee/Court Concerned		
Decision (1 photocopy)				
Representative				
Authorization letter/Special Power of		Citizen or Clier	nt Being Represer	ited
Attorney (1 original)				
Valid Government Issued Identification				SIS, Pag-IBIG, LTO,
Card of the person being represented		COMELEC, OS	SCA-LGU, Compa	iny ID
(1 photocopy)				
Valid Government Issued Identification		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
Card of the Representative (1 photocopy)		COMELEC, OSCA-LGU, Company ID		
Letter request for Annotation/Cancellation		Mortgagor/Mortgagee/Court Concerned		
(1 original)		14 ()		
Mortgage/Release of Mortgage/Court		Mortgagee/Cou	urt Concerned	
Decision (1 photocopy)			DD 0 0 E 0 0 l' : 0	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the requirements to the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	1. Check and record the documents for annotation/ cancellation, and issue Order of Payment to the client.	None	10 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) MA. INES A. ROBIN Administrative Aide II (CASSTO) JEMALYN A. LABACO Administrative Assistant V (CASSTO)
2. Proceed to City Treasurer's Office (CTO) for Correction Fee payment	2. Issue Official Receipt (OR) to client based on submitted Order of Payment.	Annotation – PHP 40 Certified Copy – PHP 40	5 Minutes	Cashier (CTO)
3. Present the OR issued by the City Treasurer's Office to the assigned personnel of the City Assessor's	3. Prepare and issue the annotated/cancelled Tax Declaration.	None	15 Minutes	GENALYN C. DELA CRUZ Administrative Officer IV (CAssrO)
Office- Administrative & Assessment Records Management Division.	3.1 Issue the updated CTC of Tax Declaration, and advice the client to pay for the documentary stamp.	None	15 Minutes	JEMALYN A. LABACO Administrative Assistant V CARMELITA C. BELTRAN Assessment Clerk II ANTHONY A. ABABA Data Controller I MARIA INES A. ROBIN Administrative Aide II
				MA. LUISA B. MIRANDA



4. Pay the required documentary stamp, and claim copy of the updated Certified Tax Declaration from the assigned personnel of the City Assessor's Office-Administrative & Assessment Records Management Division.	4. Release the updated CTC of Tax Declaration.	Documentary stamp per certification – PHP 30	5 Minutes	Administrative Aide IV LUBBY A. TANCHING Administrative Aide II MARY JANE V. MOSTAJO Administrative Aide II MA. CRISTINA F. OMBION Administrative Aide I (CASSTO) MARISSA R. BACAMANTE Administrative Aide I (CASSTO) GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO)
	TOTAL:	PHP 110	50 Minutes	

141. New Franchise and Mayor's Permit for Pedicab

Owners of Pedicabs under Pasay City Government are required to apply for Authority for Tricycle and Pedicab Service (Franchise) prior to operating these vehicles for business at the Tricycle/Pedicab Franchising Regulatory Office.

Office or Division:	Tricycle/Pedicab Franchising Regulatory Office (TPFRO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Only Pedicab owners/operators who are listed in the Masterlist from the official tagging done on these vehicles by the Tricycle Pedicab Franchising Regulatory Office.		
CHECKLIST OF REQ	UIREMENTS WHERE TO SECURE		



Principal	
Duly Accomplished Application Form:	
- Application Form	TPFRO
- Details/information to be indicated in	Pedicab Owner/Operator
the application form	, , , , , , , , , , , , , , , , , , ,
Community Tax Certificate with an Annual	
Gross Income of PHP 50,000	City Treasurer's Office
(1 photocopy)	City 1. Casaliner & Cimes
Proof of Unit Possession (any of the following	
documents):	
- Official Receipts (O.R.) of the bicycle	Bicycle Shop
unit (1 photocopy) or	
- Affidavit of Ownership (1 original) or	Pedicab Owner/Operator
- Deed of Sale of the unit (1 original)	Pedicab Owner/Operator
Barangay Certificate; should be a resident of	·
the city (1 original)	Barangay Hall
Voter's ID or Voter's Certificate; should be a	
registered voter of the City (1 photocopy)	COMELEC
Local Pedicab Operators and Drivers	
Association (PODA) Certificate	Local PODA President
(1 original copy)	
Recognized Pedicab Federation Certification	Pasay Alliance of Pedicab Operators & Drivers
(1 original)	Association (Pasay PODA) President
Representative	
Duly Accomplished Application Form:	
- Application Form	TPFRO
 Details/information to be indicated in 	Person represented (Pedicab Owner/Operator)
the application form	
Authorization letter (1 original)	Person represented (Pedicab Owner/Operator)
Any Government Issued Identification Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
the person represented (1 photocopy)	LTO
Any Government Issued Identification Card of	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
the Representative (1 photocopy)	LTO
Community Tax Certificate with an Annual	City Treasurer's Office
Gross Income of PHP 50,000 (1 photocopy)	City Treasurer's Office
Proof of Unit Possession (any of the following	
documents):	
 Official Receipts (O.R.) of the bicycle 	Bicycle Shop
unit (1 photocopy) or	
 Affidavit of Ownership (1 original) or 	Pedicab Owner/Operator
- Deed of Sale of the unit (1 original)	Pedicab Owner/Operator
Barangay Certificate; should be a resident of	Barangay Hall
the city (1 original copy)	Darangay Hall



Voter's ID or Voter's Certificate; should be a registered voter of the city (1 photocopy)		COMELEC		
Local Pedicab Operators and Drivers Association (PODA) Certificate (1 original)		Local PODA President		
Recognized Pedicab Fed (1 original)			e of Pedicab Oper asay PODA) Pres	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements together with the duly accomplished application form to the assigned personnel at the TPFRO.	1. Check the completeness and veracity of submitted requirements; after which, encode all the necessary information in the computer system with regard to the said application.	None	15 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M. MANALO Administrative Aide I (TPFRO)
2. Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued)	2. Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document.	For New Franchise and Mayor's Permit – PHP 770	5 Minutes	Teller (CTO)
3. Present the order of payment and O.R. to the designated personnel at the TPFRO.	3. Issue a claim stub for the requested document to the applicant and advise him/her to return to TPFRO after two (2)	None	5 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M.



	days.			MANALO Administrative Aide I (TPFRO)
4. Present the claim stub to the assigned personnel at the TPFRO for the release of the requested document/s.	4. Release/issue the requested document/s to the client.	None	5 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M. MANALO Administrative Aide I (TPFRO)
	TOTAL:	For New Franchise and Mayor's Permit – PHP 770	30 Minutes	

142. Online Application for Business Permit

All business undertakings/activities conducted within the territorial jurisdiction of Pasay City are mandated by national laws and local ordinances to secure the necessary Permit to Operate and pay the corresponding taxes and regulatory fees from the Business Permits and Licensing Office before commencing operation.

New Application:

Ton Approacon			
Office or Division:	Business Permits and Licensing Office (BPLO)		
Classification:	Simple		
Type of Transaction:	G2B – Governmer	nt to Business	
Who may avail:	All business estab	lishment owners	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal			
Comprehensive General	Liability Insurance	Any Insurance Company	
(1 scanned copy of the original)		Any insurance Company	
Certificate of Occupancy (1 scanned copy		City Engineer's Office (CEO) (Room 315)	
of the original)			
Zoning Conformance for Business		City Planning and Development Office (CPDO)	
(1 scanned copy of the original)		(Room 211)	
Proof of right over the lot	property where		
the business is located (1	scanned copy of		



the original)	<u> </u>
the original)	
a. Real Property Tax (if owned)	a. Owner
b. Lease of Contract (if not owned)	b. Lessor
Certificate of Business Name Registration,	
if applicable (1 scanned copy of the	Department of Trade and Industry
original)	
Certificate of Incorporation, if applicable	Securities and Evolution Commission
(1 scanned copy of the original)	Securities and Exchange Commission
Certificate of Registration, if applicable	Housing and Land Use Regulatory Board
(1 scanned copy of the original)	Trodoning and Earla Goo Regulatory Board
(1 scanned copy of the original)	
a. Registration Certificate	a. Cooperative Development Authority
b. General Information Sheet, if	b. Pasay City Cooperative Office
applicable	
Representative	
Authorization letter signed by the principal	Business Owner
(1 scanned copy of the original)	Passy Land Covernment Heit Hyman Passyura
Any Government ID Card of the Person Represented (Business Owner) (1 scanned copy of the original)	Pasay-Local Government Unit-Human Resource Management and Development Office, Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Comprehensive General Liability Insurance (1 scanned copy of the original)	Any Insurance Company
Certificate of Occupancy (1 scanned copy of the original)	CEO
Zoning Conformance for Business (1 scanned copy of the original)	CPDO
Proof of right over the lot/property where the business is located (1 scanned copy of the original)	
a. Lease of Contract (if not owned)b. Real Property Tax (if owned)	a. Owner b. Lessor
Certificate of Business Name Registration,	
if applicable (1 scanned copy of the	Department of Trade and Industry (DTI)
original)	
Certificate of Incorporation, if applicable	Securities and Exchange Commission (SEC)
Continuate of interperation, it applicable	Coounties and Exertainge Continuestion (CEO)



		T		
(1 scanned copy of the				
Certificate of Registration, if applicable		Housing and Land Use Regulatory Board (HLURB)		
(1 scanned copy of the original)		Trousing and Earla OSC Regulatory Doard (TEORD)		
General Information SI		Pasav City Co	operative Office	
(1 scanned copy of the				
Registration Certificate	e (1 scanned copy of	Cooperative D	Development Auth	ority
the original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online business application website of Pasay City (https://epayments.pasay.gov.ph) in any web browser. Click the account registration for new business, accomplish the required fields, upload the scanned copy of requirements and print the application form.	1. Check web portal for the submitted online application. 1.1 Validate the submitted Online Business Application and assign a Business Account Number (BAN) following the Declaration of Gross Capital based on the submitted requirements.	None	15 Minutes	ATTY. PATRICK M. LEGASPI Officer-in-Charge, (BPLO) SLOANE THEODORE A. TEJADA Administrative Officer II (BPLO) JOSEPHINE S. VARGAS Administrative Assistant I (BPLO) CATHERINE L. DE LEON Social Welfare Aide (BPLO)
	1.2 Notify the applicant that his/her Online Business Application has been completed; otherwise, return to the			



				
	applicant for			
	completion.			
	Once			
	completed,			
	the			
	application			
	will be			
	endorsed to			
	CTO for			
	Assessment			
	of Tax and			
	Regulatory			
2. Wait for the	fees. 2.Check the web	Please refer	30 Minutes	CITY
	portal for the	to the table	30 Milliules	TREASURER'S
Statement of	successful	of fees		OFFICE,
Account (SOA) to	Payment	below		Ground Floor, Pasay
be sent to your	Transaction.	DCIOW		City Hall
registered	Transaction.			
account including				
the steps on how	2.1 Send e-copies			
to do online	of the			
payment.	Assessment			
F = 3	and official			
	receipt to the			
2.1 Click the link	registered email			
	address of the			
provided or type	applicant after			
it in the web	payment			
portal. Click PAY	transaction is			
NOW and you	validated.			
will be redirected				
to LandBank's	2.2 Endorse the			
Link.BizPortal.	digital copy of			
Link.Dizi Oitai.	the assessment			
O O Enton reserving d	and receipt to			
2.2 Enter required	the BPLO for			
information, click	the release of			
CONTINUE to	permit.			
process your				
payment. For				
successful				
transaction, you				
Lancachon, you				



will receive an e- mail confirmation.				
3. Print the digital copy of business permit, valid for three (3) months, found at the dash board of your registered account and proceed to the transaction window of BPLO to claim the original Business Permit.	3. Release the business permit to the client at the transaction window of BPLO.	None	30 Minutes	NOEL B. LUCIO License Inspector II (BPLO) ARIEL E. DE LEON Administrative Assistant I (BPLO) RENIE L. BERTILLO Administrative Aide I (BPLO) REZELL P. SUAMER Administrative Aide I (BPLO)
	TOTAL:	Please refer	1 Hour and	
		to the table	15 Minutes	
		of fees		
		below		

Renewal:

Renewal:			
Office or Division:	Business Permits	and Licensing Office (BPLO)	
Classification:	Simple		
Type of Transaction:	G2B – Governmer	nt to Business	
Who may avail:	All business estab	lishment owners	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal			
Comprehensive General (1 scanned copy of the o	•	Any Insurance Company	
Previous Permit (1 scanned copy of the original)		Business Owner	
Representative			
Authorization letter signed by the principal (1 scanned copy of the original)		Business Owner	
Any Government ID Card of the Person Represented (Business Owner) (1 scanned copy of the original)		Pasay-Local Government Unit-Human Resource Management and Development Office, Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS),	



		Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Comprehensive General Liability Insurance (1 scanned copy of the original)		Any Insurance		
Previous Business Per of the original)	mit (1 scanned copy	Business Owr	ner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online business application website of Pasay City (https://epayments.pasay.gov.ph) in any web browser. 1.1 Log-in to your account and upload all required documents and accomplish the Gross Declaration.	1. Check web portal for the submitted online application. 1.1 Validate the submitted Online Business Application following the Declaration of Gross Capital based on the submitted requirements. 1.2 Notify the applicant that his/her Online Business Application has been completed; otherwise, return to the applicant for completed, the application will	None	15 Minutes	ATTY. PATRICK M. LEGASPI Officer-in-Charge, (BPLO) SLOANE THEODORE A. TEJADA Administrative Officer II (BPLO) JOSEPHINE S. VARGAS Administrative Assistant I (BPLO) CATHERINE L. DE LEON Social Welfare Aide (BPLO)



	be endorsed to CTO for Assessment of Tax and Regulatory fees.			
 Wait for the Statement of Account (SOA) to be sent to your registered account including the steps on how to do online payment. Click the link provided or type it in the web portal. Click PAY NOW and you will be redirected to LandBank's Link.BizPortal. Enter required information, click CONTINUE to process your payment. For successful transaction, you will receive an email confirmation. 	2.Check the web portal for the successful Payment Transaction. 2.1 Send e-copies of the Assessment and official receipt to the registered email address of the applicant after payment transaction is validated. 2.2 Endorse the digital copy of the assessment and receipt to the BPLO for the release of permit.	Please refer to the table of fees below	30 Minutes	CITY TREASURER'S OFFICE, Ground Floor, Pasay City Hall
3. Print the digital copy of business permit, valid for three (3) months, found at the dash	3. Release the business permit to the client at the transaction	None	15 Minutes	NOEL B. LUCIO License Inspector II (BPLO) ARIEL E. DE



board of your registered account and proceed to the transaction window	window of BPLO.			LEON Administrative Assistant I (BPLO)
of BPLO to claim the original Business Permit.				CLIFFORD S. LAYAG Administrative Assistant I (BPLO)
				RENIE L. BERTILLO Administrative Aide I (BPLO)
				REZELL P. SUAMER Administrative Aide I (BPLO)
	TOTAL:	Please refer to the table of fees below	1 Hour	

TAX ON BUSINESS

- A. On Manufacturers, Assemblers, Importers, Repackers, Processors, Brewers, Distillers, Rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following Schedule:
- B. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0.00	10,000.00	272.80
10,000.00	15,000.00	363.00
15,000.00	20,000.00	498.30
20,000.00	30,000.00	726.00
30,000.00	40,000.00	1,089.00
40,000.00	50,000.00	1,361.80
50,000.00	75,000.00	2,178.00
75,000.00	100,000.00	2,722.50
100,000.00	150,000.00	3,630.00



150,000.00	200,000.00	4,537.50
200,000.00	300,000.00	6,352.50
300,000.00	500,000.00	9,075.00
500,000.00	750,000.00	13,200.00
750,000.00	1,000,000.00	16,500.00
1,000,000.00	2,000,000.00	22,687.50
2,000,000.00	3,000,000.00	27,225.00
3,000,000.00	4,000,000.00	29,370.00
4,000,000.00	5,000,000.00	38,115.00
5,000,000.00	6,500,000.00	40,219.00
		Not Exceeding 55% of
6,500,000.00	and above	1%

On Wholesalers, Distributors, or Dealers in any article of commerce or whatever kind or nature, in accordance with the following schedule:

C. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	1,000.00	29.70
1,000.00	2,000.00	53.90
2,000.00	3,000.00	82.50
3,000.00	4,000.00	118.80
4,000.00	5,000.00	165.80
5,000.00	6,000.00	200.20
6,000.00	7,000.00	236.50
7,000.00	8,000.00	272.80
8,000.00	10,000.00	308.00
10,000.00	15,000.00	363.00
15,000.00	20,000.00	453.20
20,000.00	30,000.00	544.50
30,000.00	40,000.00	726.00
40,000.00	50,000.00	1,089.00
50,000.00	75,000.00	1,633.50
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,085.50
150,000.00	200,000.00	3,993.00
200,000.00	300,000.00	5,445.00
300,000.00	500,000.00	7,260.00



500,000.00	750,000.00	10,890.00
750,000.00	1,000,000.00	14,520.00
1,000,000.00	2,000,000.00	16,500.00
2,000,000.00	and above	Not exceeding 82.5% of 1%

On Essential commodities - For exporters, millers, manufacturers, producers, wholesaler, distributor, dealers of retailers.

1)	Rice and corn;	
3)	Laundry soap, detergents and medicine, Agricultural implements, equipment and post have facilities, fertilizers, pesticides, insecticides, herbicides, and other farm inputs;	Rate not exceeding Fifty Percent (50%) of the rates prescribed in A, B and D

E. On Essential commodities - For Retailers

D.

1) Rice and corn;
2) Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products, whether in their original states or not;
3) Cooking oil and cooking gas.
4) Laundry soap, detergents and medicine
5) Agricultural implements, equipment and post
have facilities, fertilizers, pesticides, insecticides
herbicides, and other farm inputs;



6) Poultry and other animal feeds.	
7) School supplies; and	
8) Cement	

With Gross Sales for the preceding Calendar Year:

	RATE PER ANNUM
400,000.00 or less	3 1/2%
400,000.00 or more	2%

On Owners or Operators of cafes, cafeteria, ice-cream and other refreshment parlors, restaurants, soda-fountain, bars, carinderia, and food caterers.

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	2,000.00	73.00
2,000.00	3,750.00	124.30
3,750.00	4,500.00	173.00
4,500.00	6,125.00	222.20
6,125.00	7,250.00	272.80
7,250.00	8,750.00	321.20
8,750.00	10,275.00	371.80
10,275.00	12,125.00	445.50
12,125.00	15,250.00	544.50
15,250.00	16,750.00	618.20
16,750.00	18,250.00	668.80
18,250.00	20,625.00	717.20
20,625.00	23,675.00	866.80
23,675.00	27,000.00	990.00
27,000.00	30,000.00	1,113.20
30,000.00	33,000.00	1,237.50
33,000.00	35,875.00	1,361.80
35,875.00	40,625.00	1,509.20
40,625.00	45,500.00	1,633.50
45,500.00	50,000.00	1,856.80
50,000.00	and above	Not exceeding 82.5% of 1%



On contractors and other independent contractors in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	5,000.00	45.10
5,000.00	10,000.00	101.20
10,000.00	15,000.00	172.70
15,000.00	20,000.00	272.80
20,000.00	30,000.00	453.20
30,000.00	40,000.00	635.80
40,000.00	50,000.00	907.50
50,000.00	75,000.00	1,452.00
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,201.00
150,000.00	200,000.00	4,356.00
200,000.00	250,000.00	5,989.50
250,000.00	300,000.00	7,728.00
300,000.00	400,000.00	10,164.00
400,000.00	500,000.00	13,612.50
500,000.00	750,000.00	15,262.50
750,000.00	1,000,000.00	16,912.50
1,000,000.00	2,000,000.00	18,975.00
2,000,000.00	and above	Not exceeding 82.5% of 1%

On banks and other Financial Institutions

➤ Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following:

- 1) Interest from loans discount;
- 2) Interest earned and actually collected on interbank loans;
- 3) Rental of Property;
- 4) Income earned and actually collected from acquired assets;
- 5) Income from sale or exchange of assets and property;
- 6) Cash dividends earned and received on equity investment;



- 7) Commissions from lending activities
- 8) Income component of rentals from financial leasing

On Insurance Companies

➤ Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Insurance premiums actually collected
- 2) Interest earning on loans and discounts actually collected
- 3) Rentals actually collected from property owned by insurance companies
- 4) Income actually collected from acquired assets
- 5) Cash dividends received on equity investments

On Financing Companies

➤ Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Interest from loans and discounts
- 2) Interest earned and actually collected on mortgage contracts receivables
- 3) Rental of property
- 4) Income earned and actually collected from acquired assets
- 5) Income from sale or exchange of assets and property
- 6) Cash dividends earned and received on equity investment
- 7) Income component of rentals from financial leasing

On lessors or sub-lessors of real estate including accessories, apartels, pension and inns, apartments, condominiums, house for lease, rooms and spaces for rent in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	1,000.00	Exempt
1,000.00	4,000.00	49.50
4,000.00	10,000.00	123.20
10,000.00	20,000.00	371.80
20,000.00	30,000.00	742.50
30,000.00	50,000.00	1,237.50



50,000,00 and above	Residential Purposes - Not Exceeding 55% of 1%
50,000.00 and above	For Other Purposes - Not Exceeding 82% of 1%

On Subdivision Operators

> Shall be taxed based on the total area of remaining lots titled in the name of the subdivision operator

Php 0.02475 Per Square Meter

On owners or operators of privately-owned public market and shopping centers in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	5,000.00	305.80
5,000.00	10,000.00	618.20
10,000.00	20,000.00	1,237.50
20,000.00	30,000.00	1,856.80
30,000.00	40,000.00	2,475.00
40,000.00	50,000.00	3,093.75
50,000.00	60,000.00	3,712.50
60,000.00	70,000.00	4,331.80
70,000.00	80,000.00	4,950.00
80,000.00	90,000.00	5,568.20
90,000.00	100,000.00	6,187.50
100,000.00 or more: For every 1,000.00 or a fraction thereof in excess of Php100,000.00		38.00

On peddlers engaged in the sale of any merchandise or article of commerce as herein below specified, taxes at the rate fixed below:

	Tax per Annum
a) Peddlers of any article or merchandise carried in trucks or any other motor vehicle, per peddler	82.50
 b) Peddlers of any article or merchandise carried in a motorized bicycle, tricycle or other motorized 	55.00



similar vehicles other than those specified in above	
 c) Peddlers of any article or merchandise carried in a cart, caretela or other per vehicles drawn by animals 	44.00
d) Peddlers of any article or merchandise carried on bicycle, pedicab or other similar vehicle, per peddler	33.00
e) Peddlers of any article or merchandise carried by person, per peddler	22.00
In addition to the above there is hereby imposed additional tax in the sales of Perfume and other luxury articles in the Amount:	22.00

On private warehouse or bodegas of wholesalers, retailers, exporters or importers

	Tax per Annum
a) With an area of 1,000 sq. m. or more	5,000.00
b) With an area of 700 sq. m. but less than 1,000 sq.	
m.	4,000.00
c) With an area of 500 sq. m. but less than 700 sq. m.	3,000.00
d) With an area of 300 sq. m. but less than 500 sq. m.	2,000.00
e) With an area of less than 300 sq. m.	1,500.00

On Construction, Contractor

- Thirty percent (30%) of the gross receipts shall be taxable by the City where the principal office is located
- Seventy percent (70%) of the gross receipts shall be taxable by the City where the project office is located

FIXED TAX ON OTHER BUSINESS

On dealers in fermented liquors, distilled spirits and/or wines;

		TAX PER ANNUM
1.	Wholesale dealers in foreign liquors	1,980.00
2.	Wholesale dealers in domestic liquors	990.00
3.	Retail dealers in foreign liquors	495.00
4.	Retail dealers in domestic liquors	247.50
5.	Wholesale dealers in fermented liquors	495.00



6. Retail dealers in fermented liquors	180.00
7. Wholesale dealers in vino liquors	203.50
8. Retail dealers in vino liquors	126.50
9. Retail peddlers of distilled manufactured or fermented	d
liquors	445.50
10. Wholesale peddlers of distilled manufactured or	
fermented liquors	495.00
11. Retail dealers in tuba, basi and/or tapuy	126.50
12. Liquor servers	550.00

On dealers in tobacco;

	TAX PER ANNUM
1. Retail leaf tobacco dealers	126.50
2. Wholesale leaf tobacco dealer	495.00
3. Retail tobacco dealers	126.50
4. Wholesale tobacco dealers	495.00
5. Retail peddlers of tobacco products	126.50
6. Wholesale peddlers of tobacco products	165.00

On owners or operators of amusement/vending devices;

	TAX PER ANNUM
1. Each juke box machines	192.50
2. Each Machine Apparatus or Visual Entertainment	99.00
3. Each machine for dispensing or vending soft drinks and any other articles	286.00
4. Each apparatus for weighing person	60.50
5. Each machine or apparatus for printing letters or numbers	77.00
Each similar device for vending games of skill or amusement	99.00
7. Each coin operated amusement machine or apparatus	379.50

On owners or operators of amusement places;

	TAX PER ANNUM
a) Super clubs, cocktail lounges or bars, beer gardens, pub	
houses, disco houses, and other similar establishment	4,500.00



b) Cabarets, dance hall or dancing pavilion	3,000.00
c) Skating rinks	1,000.00
d) Bath houses, resort and the likes	800.00
e) Steam baths, saunas, and other similar establishment per cubicle	300.00
f) Billiard and pools halls	
for the first table	130.00
for each additional	50.00
g) Bowling alleys	
Automatic per lane	250.00
Non-automatic	200.00
h) Circuses, carnivals and the likes	
Per day	1,200.00
For the first ten (10) days	100.00
For each day thereafter	20.00
i) Side shows, per booth	
For the first ten (10) days	30.00
For each day thereafter	13.00
j) Merry-go-rounds, roller coasters ferries wheel, swings,	
shooting galleries, or similar contrivances, per contrivance	
For the first ten (10) days	30.00
For each day thereafter	13.00
k) Theaters, and cinema houses	
a. Itinerant operators per day	30.00
b. with orchestra only and with sitting capacity of less than 500 persons	1,250.00
c. with balcony and orchestra and with sitting capacity of less than 500 persons	1,500.00
d. with balcony and orchestra and with sitting capacity of 500 but less than 1,000 person	2,000.00
e. with balcony and orchestra and with sitting capacity of 1,000 person or above	2,500.00
f. With loge, balcony and orchestra	4,000.00

An additional tax of one hundred percent (100%) of the amounts Prescribed above shall be imposed on air-conditioned theaters and cinema houses.	
I. Boxing stadium, auditoriums, gymnasiums, concert or similar	750.00



halls or similar establishment	
m. Boxing wrestling or martial arts contest, per exhibition	250.00
n. Race tracks for conducting horse races	5,000.00
per racing or fraction thereof	300.00
o. Cockpits, per annum	7,500.00
per ordinary cockfight	15.00
per derby cockfight	30.00
Holding in international derby cockfight, per day	5,000.00
per international derby cockfight	250.00
Holding of local derby cockfight, per day	2,500.00
p. Gun clubs	500.00
q. Judo-karate clubs	250.00
r. Pelota/squash courts per court	250.00
s. Tennis courts, per court	250.00
t. Jai-alai frontons and/or coliseum	
a. With seating capacity of 25,000 persons or more	25,000.00
b. With seating capacity from 15,000 to 24,999 persons	17,500.00
c. With seating capacity from 5,000 to 14,999 persons	12,500.00
d. With seating capacity of less than 5,000 persons	7,500.00
e. Per gaming day on Jai-Alai or fraction thereof	250.00
u. Off-track betting station and Off-fronton, per Station	2,500.00
v. Other amusement places not above	
 a. Educational life plan or Memorial Plan Establishment Principal Office 	5,500.00
b. For each branch, payable to the City where the branch is located	1,100.00
w. Signboards/Billboards	
a. Billboards or Signboards for advertisement of business per square meter as fraction thereof:	
Single faced twenty pesos	20.00
Double faced thirty pesos	30.00
b. Billboards or sign for professionals, per square meter or	23.00
fraction thereof:	15.00
c. Billboards, sign or advertisement for business and	. 3.00
professionals painted on any building or structure or	
otherwise separated or detached there from: Per square	18.00



meter thereof	
d. Advertisement for business or professionals by means of slides in monies payable by the advertisement	200.00
e. Advertisement means of vehicles, Billboards rate etc.	
Per day or fraction thereof;	80.00
per week or fractions thereof;	120.00
per month or fraction thereof;	160.00
For the use of electric or neon lights in billboards under paragraphs (a) to (e) above, the amount of P20.00 per square Meter or fraction thereof shall be imposed in addition to the above rates	
MAJHONG TABLE	
A. For the first table	350.00
For each additional table	120.00
B. Stock Markets	10,000.00
C. Boarding houses with accommodations for	
Less than 10 boarders	40.00
11 to 19 boarders	60.00
20 to 39 boarders	80.00
40 or more boarders	100.00
D. Lodging houses with accommodations for:	
Less than 15 lodgers	1,500.00
16 to 24 lodgers	2,500.00
25 or more lodgers	3,000.00
E. Golf links:	5,500.00
Mini golf links (w/less than 9 holes)	1,000.00
F. Driving ranges	
With 20 slots or more	600.00
With 16 to 19 slots	400.00
With 15 to slots or more	300.00
G. Cemeteries and Memorial parks:	
Less than 2	1,000.00
2 to 5 has	1,700.00
more than 5 has	2,000.00
H. Fishponds, fish pens. Or fish breeding grounds, per hectare or	



fraction thereof	30.00
I. Cold storage and refrigeration cases:	
a. Refrigeration or cold storage unit:	
With total storage capacity:	
Not exceeding 5 cu.m.	250.00
Over 5 to 15 cu.m.	400.00
Over 15 to 25 cu.m.	650.00
Over 25 to 35 cu.m.	1,300.00
Over 35 to 50 cu.m.	1,900.00
Over 50 cu.m.	2,500.00
b. Refrigerating cases:	
Less than 5 cu.m.	17.00
Over 5 cu.m.	28.00
J. Lumberyards	
With an area of 500 sq.m. Or less	1,000.00
Over 500 to 1,000 sq.m.	1,300.00
Over 1,000 to 1,500 sq.m.	1,500.00
Over 1,500 to 2,000 sq.m.	2,000.00
Over 2,000 sq.m.	2,500.00
K. Nursery, vocational and other schools not	
Regulated by the Department of Education, Culture and	420.00
Sport with 5 less students	130.00
Over 5 but not more than 20 students L. Dancing schools/driving schools/speed reading/Edp/judo karate,	250.00
etc.	
With 100 or more students	750.00
With 50 to 99 students	500.00
With 25 to 49 students	400.00
M. Car exchange on consignment basis only:.	
For an enclosure of 500 sq.m. Or less	400.00
For an enclosure of more than 500 sq.m.	500.00
If car exchange are being operated on buying and Selling basis	
they are covered by the graduated business Tax on retailers,	
independent wholesalers and distributors	
N. Flammable liquids with flash point at 70 to 200 such as	
turpentine, thinner prepared paints, diesel oils, kerosene,	



varnish, cleaning solvent, polishing liquids:	
5 to 25 gals.	15.00
26 to 50 gals.	20.00
51 to 100 gals.	30.00
101 to 1,000 gals.	75.00
1,001 to 5,000 gals.	140.00
5,001 to 10,000 gals.	300.00
10,001 to 50,000 gals.	500.00
50,001 to 100,000 gals.	700.00
100,001 to 500,000 gals.	1,200.00
500,001 to 900,000 gals.	2,100.00
900,001 gals.	2,300.00
Flammable liquids with flash point over 200 F when subject to spontaneous ignition or is artificially heated to a temperature equal or higher than its flash point such as petroleum oil, crude oil, others:	
5 to 25 gals.	15.00
26 to 50 gals.	20.00
51 to 100 gals.	30.00
101 to 500 gals.	85.00
501 to 1,000 gals.	170.00
1,001 to 20,000 gals.	300.00
20,001 gals.	450.00
Flammable gases- Aaltylene, hydrogen, coal fas, and other flammable in gaseous form, except liquefied petroleum gas and other compressed gases:	
15 to 25 gals.	20.00
26 to 100 gals.	30.00
101 to 500 gals.	60.00
501 to 2,000 gals.	170.00
2,001 to 10,000 gals.	450.00
10,001 to 50,000 gals.	900.00
50,001 to 100,000 gals.	1,300.00
100,001 gals.	2,100.00
Combustible Solids:	
I. Calcium Carbide	



10 but not more than 20 kgs.	35.00
21 but not more than 50 kgs.	50.00
51 but not more than 500 kgs.	90.00
501 but not more than 1,000 kgs.	150.00
1,001 but not more than 5,000 kgs.	170.00
5,001 but not more than 10,000 kgs.	210.00
10,001 but not more than 50,000 kgs.	320.00
50,001 kgs.	430.00
II. Pyrolyxin:	
10 to 50 kgs.	30.00
51 to 200 kgs.	60.00
201 to 500 kgs.	120.00
501 to 1,000 kgs.	210.00
1,000 to 3,000 kgs.	415.00
3,001 to 10,000 kgs.	700.00
10,001 kgs.	1,400.00
Matches:	
25 to 100 kgs.	30.00
101 to 500 kgs.	140.00
501 to 1,000 kgs.	300.00
1,001 to 5,000 kgs.	600.00
5,001 kgs.	900.00
Nitrate, phosphorous, bromine, sodium, picric acid, and hazardous, explosive, corrosive, oxidizing and lachrymatory properties:	
15 to 25 kgs.	30.00
26 to 100 kgs.	45.00
101 to 500 kgs.	110.00
501 to 1,000 kgs.	210.00
1,001 to 5,000 kgs.	315.00
5,001 kgs.	415.00
Shredded combustible materials such as wood Shavings(kusot),	
waste (estopa), sisal, oakum, and other similar combustible	
shaving and fine materials:	
50 to 100 cu.ft.	30.00
101 to 500 cu.ft.	85.00



501 to 1,000 cu.ft.	130.00
1,001 to 2,500 cu.ft.	210.00
2,501 cu.ft.	315.00
Tariresin, waxes, copra, rubber coal, bituminous coal, and	
Similar combustible materials:	
50 to 100 kgs.	35.00
101 to 1000 kgs.	70.00
1001 to 5,000 kgs.	130.00
5,001 kgs.	210.00

Newly Started Business

- For a newly started business falling above, the tax shall be fixed by the quarter. The initial tax for the quarter in w/c the business starts to operate shall be one half (1/2) of one tenth (1/10) of one percent (1%) of the capital investment, but in case shall it be less than the minimum provided therefore by the pertinent schedule.
- However, in the succeeding quarter or quarters, in case of business opens before the last quarter of the year, the tax shall be based on gross sales/receipts for the preceding quarter at the rate of one half (1/2) of the annual rates fixed in the pertinent schedules of above business tax, as the case may be. In the succeeding years regardless of when the business started to operate, the preceding calendar year, or any fraction thereof, as provided in the pertinent schedule.

FEES & CHARGES

On the operation of business

on the special or the second	1
	TAX PER ANNUM
1. Dealers in the fermented liquors, distilled spirits and/or	
wines, except for wine house/cellars	
a. Wholesale dealers in foreign liquor	2,000.00
b. Retailer dealers in foreign liquor	1,300.00
c. Wholesale dealers in domestic liquor	1,000.00
d. Retail dealers in domestic liquor	750.00
e. Wholesale dealers in fermented liquor	1,200.00
f. Retail dealers in fermented liquor	600.00
g. Wholesale dealers in vino liquor	300.00



h. Retail dealers in vino liquor	200.00
i. Retail dealers in tuba, basi and/or tapuy	150.00
j. Wholesale peddlers of distilled, manufactured or	
fermented liquor	500.00
k. Retail peddlers of distilled, manufactured or fermented	200.00
liquor	300.00
I. Servers of fermented liquor and local wines	700.00
m. Servers of all kind of liquor	1,200.00
n. Servers of native or local wines only	500.00
2. Dealers in tobacco	
a. Retail leaf tobacco dealers	300.00
b. Wholesale leaf tobacco dealers	400.00
c. Retail tobacco dealers	200.00
d. Wholesale tobacco dealers	400.00
e. Retail peddlers of tobacco	130.00
Owners or operators of amusement places/devices	
a. Night clubs/ day clubs	12,000.00
b. Super clubs, cocktail lounges, bar disco-houses, beer	
gardens and other similar establishment	5,000.00
c. Cabarets, dance halls or dancing pavilion	3,000.00
d. Social clubs/voluntary associations or organizations	2,000.00
e. skating rinks	3,000.00
f. Bath houses, resort and the like per establishment	3,000.00
g. Steam baths, sauna baths and the like, per	
establishment	8,000.00
h. Billiard halls/ pool halls per table	150.00
i. Bowling establishment	5,000.00
j. Circuses, carnivals, fun houses and the like	5,000.00
k. Merry-go-around, roller coasters, Ferris wheel, or	
similar contrivances and rivance or booth	300.00
I. Theaters and cinema houses	
Air-Conditioned	5,000.00
Non air-conditioned	3,500.00
Itinerant operators	300.00/day
m. Boxing arena, auditoriums, gymnasium, concert halls,	F 222 22
or establishment	5,000.00
n. Race track establishment	4,000.00



o. Pelota/tennis/squash courts, per court	300.00
p. Jai-alai and/or coliseum establishment	10,000.00
q. Off-track or off-fronton betting stations per station	3,000.00
r. Amusement devices, per device	200.00
s. Mahjong per table	700.00
4. Financial institutions and/or lending institution, pawnshop, banks, Insurance co. and loan associations, investment co., per establishment.	
Main Office	7,000.00
Per Branch	5,000.00
Money shops, per establishment	3,000.00
5. Dealers in securities including foreign exchange dealers	3,000.00
6. Educational life/memorial plans:	
Principal Office	4,000.00
Per branch/agency	3,000.00
7. Subdivision operators	3,000.00
8. Private cemeteries/memorial parks	10,000.00
9. Boarding/lodging houses	2,000.00
 Dancing schools/judo, karate schools/driving schools/EDP, etc. 	2,000.00
11. Nursery, vocational and other schools regulated by the DECS	3,000.00
12. Driving ranges	4,000.00
13. Golf links	3,000.00
14. Mini-Golf links	1,500.00
15. Polo grounds	4,000.00
16.Cockpit	8,000.00
The following permit fees shall be paid by the private detective or security agency, and personal guards or watchmen:	
Agency (Local Office)	600.00
Each detective/guard or watchman	60.00

On other activities

	TAX PER ANNUM
On delivery trucks or vans to be paid by the manufactures, producers of and dealer in any products regardless trucks or	
vans	340.00



2. For maintaining window/ display window office	400.00
3. Promoters, sponsors or talent scouts	1,000.00
4. For holdings stage shows or floor/fashion Shows payable by	1,000.00
the operator	2,000.00
5. For Maintaining the office of such as Liaison Office,	2,000.00
administrative office and or similar office, with an area as follows:	
administrative office and of similar office, with an area as follows.	
400 sq.m. Or more	1,500.00
400 Sq.III. Of Thore	1,300.00
300 sq.m. Or more but less than 400 sq.m.	1,000.00
300 Sq.m. Of more but less than 400 Sq.m.	1,000.00
200 ag m. Or mare but less than 200 ag m	900.00
200 sq.m. Or more but less than 300 sq.m.	800.00
400 an an On manual but land them 000 an an	COO OO
100 sq.m. Or more but less than 200 sq.m.	600.00
	400.00
50 sq.m. Or more but less than 100 sq.m.	400.00
Less than 50 sq.m.	300.00
6. For operating private ware house or Bodega of wholesalers	
/retailers and Exporters except those which business is	
licensed in the locality where such Bodega is located.	1,500.00
7. Cold Storage	600.00
8. Refrigeration Cases	300.00
9. Lumber Yard:	
Class A lumber yard more than 2,000 sq.m.	3,000.00
	2,000100
Class B 1,501 to 2,000 sq.m.	2,000.00
Cidoo B 1,001 to 2,000 eq.m.	2,000.00
Class C 1,001 to 1,500 sq.m.	1,500.00
Olass 0 1,001 to 1,500 sq.m.	1,300.00
Class D 500 to 1 000 sq m	700.00
Class D 500 to 1,000 sq.m.	7 00.00
Class E loss than 500 ss m	500.00
Class E less than 500 sq.m.	500.00
Class F without a yard but with	
To keep already sawn lumber	
	202.22
and with office to accept order	300.00



10. Car Exchange on consignment basis	3,000.00
11. Storage and sale of flammable or explosive substances	350.00
12. Peddlers expect peddlers of Tobacco and Liquor	300.00
13. Signboards, billboards and other forms of advertisement	300.00
14. House to house promotional sales per salesman/ saleslady	30.00/day
15. Film shootings on location per day	1,000.00
16, Gun Clubs	1,500.00
17. Judo-karate clubs	1,000.00
Terminal garage for buses, taxi, and other utility vehicles except those used for house garage	
1. With an area of 1,000 sq.m. Or more	7,000.00
2. With an area of 700 sq.m. Or more but less than 1,000 sq.m.	5,000.00
3. With an area of 500 sq.m. Or more but less than 700 sq.m.	4,000.00
4. With an area of 300 sq.m. Or more but less than 500 sq.m.	3,000.00
5. With an area of less than 300 sq. M.	1,000.00

On the Nature of the Business

	TAX PER ANNUM
1. Manufactures/Producers:	
(Factory & Office situated in Pasay City: Producing or Manufacturing;)	
a. Flammable, combustible or explosive substance	10,000.00
b. Non-flammable or non-explosive substance	8,000.00
 c. Assorted non-perishable and dry goods merchandise or articles 	6,000.00
d. Consumable, perishable including refrigerated goods	4,000.00



(Bakeries, RTW clothes, shoes, leather and other products, delicacies and sweet ham, longanizas, tocino and the like food seasoning, ceramic and clay products, bamboo crafts, scissors	
and other bladed Picture frame, plastic products, etc.)	8,000.00
(Factory situated in Pasay/Office situated elsewhere):	
Producing or Manufacturing	
Flammable, combustible or explosive substance	10,000.00
Non-flammable, non-combustible substances	7,500.00
Assorted non-perishable and dry & dry goods, merchandise or articles	5,500.00
Consumable, perishable including, refrigerated goods	3,500.00
(Office situated in Pasay, factory situated elsewhere):	
Flammable, combustible or explosive substance	8,000.00
Non-flammable, non-combustible substances	5,500.00
Assorted non-perishable and dry & dry goods, merchandise or articles	3,500.00
Consumable, perishable including, refrigerated goods	2,500.00
Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products manufactured or produced and twenty (20%) per centum of the respective fees as prescribed for other products Manufactured or produced:	

Exporter

Expertor	
	TAX PER ANNUM
A. (Office and warehouse situated in Pasay): exporting	
Flammable, combustible or explosive substance	10,000.00
2. Non-flammable or non-explosive substance	7,500.00
3. Assorted non-perishable and dry goods	
merchandise or articles	5,500.00
4. Consumable, perishable including refrigerated	
goods	3,500.00
B. Warehouse situated in Pasay, Office situated elsewhere; exporting;	



Flammable, combustible or explosive substance	7,500.00
2. Non-flammable, non-combustible substances	6,000.00
 Assorted non-perishable and dry & dry goods, merchandise or articles 	3,500.00
Manufacturers and producers of cigars and cigarettes including Distillers, Rectifiers, Repackers of wines and compounders spirits or wines and brewers or fermented liquors:	
Factory and Office situated in Pasay	10,000.00
Factory situated in Pasay, office is situated elsewhere	7,500.00
3. Office situated in Pasay factory elsewhere	5,500.00
Permit fees for multiple products manufactured or produced: Will pay the highest permit fees prescribed for the products exported and twenty (20%) per centum of the respective fees as prescribed for other product.	

Other small retailers:

Other Small retailers.	·
	TAX PER ANNUM
Candys Stands: newspaper and magazines stand; peanuts; fruits and vegetables stands	500.00
1. Sari-sari store - Main St.	500.00
Sari-sari store- Interior	100.00
2. Retailer Fish and seafood's, Meat & Pork Dealers	700.00
3. Retailer Rice and corn	400.00
Retailer Poultry products	400.00
5. Restaurant & Eateries, Soda Fountains, Bars, Carenderias &	
Independent eateries:	
a. Restaurant & eateries Offering to the Public International	
meals or	
menu	5,000.00
b. Restaurant & eateries offering to the Public Native meals or Menu	4,000.00
c. Restaurant & Eateries offering to the Public regular & special	



meals including foods already cooked & served at price	2,000.00
d. Ice-cream parlors, soda Fountains, Bars & others Restaurant parlors	1,000.00
e. Cafes & Cafeteria	800.00
f. Independent Eateries	500.00
g. Carinderia	300.00

Service Establishments:

Service Establishments:	
	TAX PER ANNUM
A. General building contractor as	
Classified by contractors accreditation board:	
Class A	4,000.00
Class B	3,000.00
Class C	2,000.00
 B. Building maintenance Contractors demolition; filling & salvage contractors, Electrical light or gas system installer of engineering (General and specialty contractors; or operation of heavy equipment; light bulldozers & tractor, who make them available to other considerations; landscaping contractor, interior decorating services, janitorial services, saw mill under contract saw or cut log belongings to other towing services; installation of water system. C. Advertising agencies, booking offices, for the film exchange; booking offices for transportations or commission basic business management services; cinematographic film owners lessor or distributors commercial or immigration service's custom brokerages feasibility studies; consultancy 	4,000.00
service's custom brokerages feasibility studies; consultancy services; insurances agencies; adjusters/brokerages management consultant not subject to occupation tax: mercantile agencies; messengerial services; real estate	
brokerage; shipping agencies; travel agencies	3,000.00
D. Gasoline services/ Filling stations;	1.000.00
1. Having an area of 1,500 sq.m. Or more	4,000.00
2. Having an area of 1,000 but less than 1,500 sq.m.	2,000.00
3. Having an area of 1,000 or less	2,000.00



E. Services stations waxing & greasing motor vehicles E. Smelting Plants 1. Principal offices and plant situated in Pasay 2. Plant in Pasay, principal office situated elsewhere 3. Principal office situated in Pasay plant situated elsewhere 3. Principal office situated in Pasay plant situated elsewhere 3. Principal office situated in Pasay plant situated elsewhere 3. Principal office situated in Pasay plant situated elsewhere 3. Principal office situated in Pasay plant situated elsewhere 3. Principal office situated in Pasay plant situated elsewhere 3. Principal office situated in Pasay plant situated elsewhere 2. Q000.00 E. Steam Laundry 2. Q000.00 I. Watch Repair Center exclusively manufactured watches 2. Q000.00 J. Business agent 3. Portincipal repair shop 3. Double of racing horses: 1. For the first Stable 2. For every stable Thereafter 3. Stable for racing horses: 1. For the first Stable 2. For every stable Thereafter 3. Stable of video tapes, Furniture's, sound system, etc. 1. Q00.00 Rent-a-car 4. Q00.00 Rent-a-car 4. Q00.00 Q. Parking Area: 1. Less than 300 sq.m. 4. Q00.00 2. 300 sq.m. Or more but less than 500 sq.m. 4. Q00.00 4. 1,000 sq.m. Or more but less than 1,000 sq.m. 4. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 5. 2,000 sq.m. Or more 4. 5,000.00 P. Escort Services Q. Warehouse or Bodegas; 1. Less than 50 sq.m. 700.00 Q. Warehouse or Bodegas; 1. Less than 50 sq.m. 700.00 R. Stock market 10,000.00 R. Stock market 10,000.00 R. Stock brokers with trading seats in a stock Exchange Situated in This city T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00 V. Lathe Machines	4. Curbs pumps & filling Stations	1,000.00
E. Smelting Plants 6,000.00 1. Principal offices and plant situated in Pasay 6,000.00 2. Plant in Pasay, principal office situated elsewhere 4,000.00 3. Principal office situated in Pasay plant situated elsewhere 3,000.00 F. Steam Laundry 3,000.00 G. Video coverage 2,000.00 H. Stevedoring Services (office only) 2,000.00 I. Watch Repair Center exclusively manufactured watches 2,000.00 J. Business agent 1,500.00 K. Ordinary watch repair shop 300.00 L. Plant, maintenance or Rent-a-plant offering to rent 1,500.00 M. Stable for racing horses: 1. For the first Stable 500.00 2. For every stable Thereafter 300.00 N. Rental of video tapes, Furniture's, sound system, etc. 1,000.00 Rent-a-car 4,000.00 O. Parking Area: 1. Less than 300 sq.m. 400.00 1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 1,000 sq.m. 1,000.00 3. 500 sq.m. Or more but less than 2,000 sq.m. 2,500.00 P. Escort Services 2,000.00 Q. Warehouse	· · · · · · · · · · · · · · · · · · ·	
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H. Stevedoring Services (office only) 2,000.00 I. Watch Repair Center exclusively manufactured watches 2,000.00 J. Business agent 1,500.00 K. Ordinary watch repair shop 300.00 L. Plant, maintenance or Rent-a-plant offering to rent 1,500.00 M. Stable for racing horses: 500.00 1. For the first Stable 500.00 2. For every stable Thereafter 300.00 N. Rental of video tapes, Furniture's, sound system, etc. 1,000.00 Rent-a-car 4,000.00 O. Parking Area: 400.00 1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00		3,000.00
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M. Stable for racing horses: 500.00 2. For every stable Thereafter 300.00 N. Rental of video tapes, Furniture's, sound system, etc. 1,000.00 Rent-a-car 4,000.00 O. Parking Area: 400.00 1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	K. Ordinary watch repair shop	300.00
1. For the first Stable 500.00 2. For every stable Thereafter 300.00 N. Rental of video tapes, Furniture's, sound system, etc. 1,000.00 Rent-a-car 4,000.00 O. Parking Area: 400.00 1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	L. Plant, maintenance or Rent-a-plant offering to rent	1,500.00
2. For every stable Thereafter 300.00 N. Rental of video tapes, Furniture's, sound system, etc. 1,000.00 Rent-a-car 4,000.00 O. Parking Area: 400.00 1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	M. Stable for racing horses:	
N. Rental of video tapes, Furniture's, sound system, etc. 1,000.00 Rent-a-car 4,000.00 O. Parking Area: 400.00 1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	1. For the first Stable	500.00
Rent-a-car 4,000.00 O. Parking Area : 400.00 1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	2. For every stable Thereafter	300.00
O. Parking Area : 400.00 1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	N. Rental of video tapes, Furniture's, sound system, etc.	1,000.00
1. Less than 300 sq.m. 400.00 2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	Rent-a-car	4,000.00
2. 300 sq.m. Or more but less than 500 sq.m. 600.00 3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	O. Parking Area :	
3. 500 sq.m. Or more but less than 1,000 sq.m. 1,000.00 4. 1,000 sq.m. Or more but less than 2,000 sq.m. 2,500.00 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	1. Less than 300 sq.m.	400.00
4. 1,000 sq.m. Or more but less than 2,000 sq.m. 5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 3. 100 sq.m. Or more but less than 2000 sq.m. P. Escort Services 2,000.00 2. 50 sq.m. Or more but less than 100sq.m. 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 5. Stock brokers with trading seats in a stock Exchange Situated in This city 7. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths	2. 300 sq.m. Or more but less than 500 sq.m.	600.00
5. 2,000 sq.m. Or more 4,500.00 P. Escort Services 2,000.00 Q. Warehouse or Bodegas; 700.00 1. Less than 50 sq.m. 700.00 2. 50 sq.m. Or more but less than 100sq.m. 1,000.00 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 2,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	3. 500 sq.m. Or more but less than 1,000 sq.m.	1,000.00
P. Escort Services Q. Warehouse or Bodegas; 1. Less than 50 sq.m. 2. 50 sq.m. Or more but less than 100sq.m. 3. 100 sq.m. Or more but less than 2000 sq.m. P. Escort Services T. Stock market T. Stock brokers with trading seats in a stock Exchange Situated in This city T. Stocks broker with trading seats in a stock exchange Situated elsewhere U. Gold and Silversmiths T. Gold and Silversmiths T. Stocks broker with trading seats in a stock exchange Situated elsewhere T. Gold and Silversmiths T. Gold and Silversmiths T. Stocks broker with trading seats in a stock exchange Situated elsewhere T. Gold and Silversmiths T. Gold and Silversmiths	4. 1,000 sq.m. Or more but less than 2,000 sq.m.	2,500.00
Q. Warehouse or Bodegas;700.001. Less than 50 sq.m.700.002. 50 sq.m. Or more but less than 100sq.m.1,000.003. 100 sq.m. Or more but less than 2000 sq.m.2,500.00R. Stock market10,000.00S. Stock brokers with trading seats in a stock Exchange Situated in This city2,000.00T. Stocks broker with trading seats in a stock exchange Situated elsewhere600.00U. Gold and Silversmiths600.00	5. 2,000 sq.m. Or more	4,500.00
1. Less than 50 sq.m. 2. 50 sq.m. Or more but less than 100sq.m. 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 7,000.00 T. Stocks broker with trading seats in a stock exchange Situated elsewhere U. Gold and Silversmiths 600.00	P. Escort Services	2,000.00
2. 50 sq.m. Or more but less than 100sq.m. 3. 100 sq.m. Or more but less than 2000 sq.m. 2,500.00 R. Stock market 10,000.00 S. Stock brokers with trading seats in a stock Exchange Situated in This city 7. Stocks broker with trading seats in a stock exchange Situated elsewhere U. Gold and Silversmiths 600.00	Q. Warehouse or Bodegas;	
3. 100 sq.m. Or more but less than 2000 sq.m. R. Stock market S. Stock brokers with trading seats in a stock Exchange Situated in This city T. Stocks broker with trading seats in a stock exchange Situated elsewhere U. Gold and Silversmiths 2,500.00 2,500.00 600.00	1. Less than 50 sq.m.	700.00
R. Stock market S. Stock brokers with trading seats in a stock Exchange Situated in This city T. Stocks broker with trading seats in a stock exchange Situated elsewhere U. Gold and Silversmiths 10,000.00 2,000.00 600.00	2. 50 sq.m. Or more but less than 100sq.m.	1,000.00
S. Stock brokers with trading seats in a stock Exchange Situated in This city T. Stocks broker with trading seats in a stock exchange Situated elsewhere U. Gold and Silversmiths 5,000.00 600.00	3. 100 sq.m. Or more but less than 2000 sq.m.	2,500.00
Situated in This city 7. Stocks broker with trading seats in a stock exchange Situated elsewhere 9. Gold and Silversmiths 2,000.00 600.00	R. Stock market	10,000.00
Situated elsewhere 600.00 U. Gold and Silversmiths 600.00	l	2,000.00
	ı	600.00
V. Lathe Machines 600.00	U. Gold and Silversmiths	600.00
	V. Lathe Machines	600.00



W. Funeral Services:	
Funeral Establishment Owning and maintaining Memorial	
Parks	4,000.00
Independent Funeral Services	2,000.00
X. Medical & Dental Laboratories:	
Assaying Laboratories	400.00
2. Veterinary Clinic	500.00
aa. School for polo players and/or horseback riding academy	600.00
bb. Slendering and body, Building saloons, Massages and therapeutic Clinic	4,000.00
cc. Animal Hospital	4,000.00
dd. Recruitment or job placement services	3,000.00
ee. Motor repairs and painting shops; perm press; dying establishment	3,000.00
ff. Photographic studio, Sophisticated photographic	,
Equipment	1,000.00
gg. Ordinary photographic studios	500.00
hh. Silk screen of t-shirts	100.00
ii. Shoe shine stands	100.00
jj. Vaciador shops	100.00
kk. Bicycle rentals	500.00
II. Other independent contractor (Juridical or natural not	
included among those subject to occupational tax	500.00
mm. Inspection services for incoming & outgoing cargoes	3,000.00
nn. Indentors	2,000.00
oo. Lighterage services	2,000.00
pp. Lithographers	2,000.00
qq. Mine drills	2,000.00
rr. Recopying or duplicating Services like plastic lamination,	
Photo static white/blue printing, Xerox, typing	
mimeographing services:	
For the first recopying or duplicating machine	300.00
For every duplicating or recopying machine thereafter	200.00
Plastic lamination or Mimeo graphic machine	400.00
a. Haanciannandh dhiyintad dhadhic machine	



	· ·
5. Xerox machine	200.00
6. Typing Services (manual)	100.00
7. Typesetting services	600.00
ss. Roasting pigs & fowls	500.00
tt. Shipyard for repairing of ships (office only)	3,000.00
uu. Tailor shops, dress shops:	
1. For the first sewing machine	200.00
2. For every sewing machine thereafter	100.00
vv. Beauty Parlors	
1. For the first beauty	300.00
2. For every beauty parlor equipment thereafter	200.00
3. Beauty Parlor without equipment	100.00
ww. Wood carving shops	500.00
xx. Hatters and millines shops	500.00
yy. Barber shops:	
1. For the first tonsorial seat	300.00
2. for every tonsorial thereafter	200.00
aaa. Upholstery shops	400.00
bbb. Vulcanizing shops	300.00
ccc. Tire recapping plants	3,000.00
ddd. Real estate Developers	3,000.00

On Owners or Operators of:

On Owners or Operators or.	,
	TAX PER ANNUM
Amusement vending devices:	
1. Each Jukebox machine	300.00
2. Each machine or apparatus of visual entertainment	150.00
3. Each apparatus for weighing persons	100.00
Each machine for dispensing or vending soft drinks and any articles	300.00
5. Each Machine or apparatus for printing letters or numbers	200.00
Each similar device for vending games of skills or family computer	200.00
7. For each coin operated amusement machine or apparatus	500.00
8. Printing Press	500.00



9. Publishers	600.00
10. Both (printing &publishers)	1,000.00
11. Grocery	700.00
12. General merchandise	700.00

On Owners or Operators of:

·	TAX PER ANNUM
Hotels, as classified by the government authority:	Aititoiti
a. Hotel de Luxe	9,000.00
b. Hotel first class	8,000.00
c. Hotel Standard	5,000.00
d. Hotel Economy	3,000.00
e. Apartelle (combination of a hotel and apartment)	4,000.00
f. Pension house	3,000.00
Real Estate Dealers;	
a. Subdivision operators	5,000.00
b. Other real estate dealers	3,000.00
Real Estate Lessors:	
a. Commercial Buildings :	
1. Less than three (3) stories	2,000.00
2. Three (3) stories or more but less than ten (10) stories	4,000.00
3. Ten (10) stories or more	5,000.00
b. Residential Building:	
1. Less than three (3) stories	700.00
2. Three (3) stories or more but less than ten (10) stories	3,000.00
3. Ten (10) stories or more	5,000.00
Commercial Apartment:	
1. Less than 3 doors	400.00
2. Three (3) doors or more but less than ten (10) doors	700.00
3. Ten (10) doors or more	3,000.00
4. House for rent with garage and/or swimming pools	3,000.00
5. House for rent without garage or swimming pools	2,500.00
House for rent with common kitchen and comfort facilities	500.00



7. Boarding House	700.00
	500.00
8. Lodging House	300.00
9. Boarding and Lodging House	2,000.00
Privately Owned Public Market	
1. For the first ten (10) stalls	3,000.00
2. For the next number of stalls	300.00/stall
Privately Owned Super Markets	
Class A	10,000.00
Class B	7,000.00
Class C	4,000.00
All occupations or calling subject to periodic inspection,	
surveillages and/ or regulations by the City Mayor Shall pay	
an Annual Fee of:	
a. Hospitality girls, Hostesses, attendants, Taxi-dancers,	
bartenders, club floor managers	100.00
b. Receptionist, waiters, waitresses, cooks, chambermaids	60.00
c. Barbers, beauticians, butchers, forensic experts, animal	
trainers, Timer, bondman, criminologist, electricians,	
fortune tellers, hair stylist, hand writing experts,	
hospital attendants, life guards, make-up artists,	
mechanics, photographers, (iteneract), private ballistic	
expert rig drivers, (cochero), plumbers, sales ladies	
or calling of the same or similar category etc.	40.00

Mayor's Permit Fees for Newly Started Business

➤ Shall be 1/10 of One percent (1%) of the capital investment. Provided, that, on business with principal offices maintaining or operations branch or sales office the following permit fees per branch shall be composed:

With Capital of:	Principal Offices With this City	Principal Offices Outside this City
With Capital Or.	tilis Oity	tilis Oity
Below PHP 1 Million or over	PHP 200.00/branch	PHP 300.00/branch
PHP 1 Million or over but		
less than P 10 million	400.00/branch	500.00/branch
PHP 10 Million or over but		
less than P 50 Million	700.00/branch	800.00/branch
PHP 50 Million or over	1,000.00/branch	1,200.00/branch



Sanitary inspection Fee

Every owner, operator of business, industrial, commercial, or agricultural establishment, accesoria, building or house for rent shall secure sanitary certificate or permit for the purpose of supervision and enforcement of existing rules and regulations on sanitation and safety of the public

LINE OF BUSINESS	TAX PER ANNUM
A) Airline and/or shipping companies	1,000.00
B) Financial institutions such as banks, pawnshops, money	
shops, insurance company dealers, securities and dealers	
Main Office	700.00
Every branch thereof	500.00
C) Gasoline services/filling stations	1,000.00
D) Private hospitals, animal hospital	1,500.00
E) Medical/Dental clinic	700.00
F) Dwellings and spaces for rent;	
Hotels per room accommodation	100.00
2. Building per office/ residential space	80.00
3. Apartelles, pensions, drive-inns motel, per room	
accommodation	50.00
4. Commercial apartments, per space/unit	80.08
5. Residential apartment, per space/unit	50.00
6. Dormitories, lodging or boarding houses, per boarder	
accommodation	50.00
7. Residential houses for rent per house;	
a) With garage and/or swimming pools	500.00
b) Without garage and/or swimming pools	300.00
c) With rooms occupied by different tenants with	
common kitchen and/or comfort facilities	200.00
G) Institutions of learning, per room teaching	50.00
H) Media facilities	50.00
I) Telegraphs, teletypes, cable and wireless communication	
companies	
Main Office	700.00
Branch office	400.00
J) Telephone, electrical and power companies	



Main Office	1,000.00
Every branch	400.00
Telephone/electric power plant	400.00
K) Administrative office, display office and/or offices of	
professionals	100.00
L) Peddlers	30.00
M) Lending investors	400.00
N) All other business, industrial, commercial, agricultural	
establishments	
not specifically mentioned above:	
With an area of 1,000 sq.m or more	700.00
500 or more but less than 1,000 sq.m	600.00
200 or more but less than 500 sq.m	500.00
100 or more but less than 200 sq.m	400.00
50 or more but less than 100 sq.m	300.00
25 or more but less than 50 sq.m	200.00
Less than 25 sq.m	100.00

Garbage Service Charge Rate

	TAX PER ANNUM
For every floor of building where the business is located with an aggregate area of;	
1,000 sq.m. or more	2,000.00
500 sq.m. or more but less than 1,000 sq.m.	1,500.00
200 sq.m. or more but less than 500 sq.m.	1,000.00
100 sq.m. or more but less than 200 sq.m.	800.00
50 sq.m. or more but less than 100 sq.m.	600.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	200.00

1) Manufacturer, producers, and processors;	
Factory with an aggregate area of	
1,000 sq.m. or more	7,000.00
500 sq.m. or more but less than 1,000 sq.m.	5,000.00
200 sq.m. or more but less than 500 sq.m.	3,500.00



100 sq.m. or more but less than 200 sq.m.	2,300.00
50 sq.m. or more but less than 100 sq.m.	2,000.00
25 sq.m. or more but less than 50 sq.m.	600.00
Less than 25 sq.m	350.00
·	330.00
2) Principal/branch or sales office with and aggregate area of	
Factory in within same locality:	2 000 00
1,000 sq.m. or more	3,000.00
500 sq.m. or more but less than 1,000 sq.m.	2,500.00
200 sq.m. or more but less than 500 sq.m.	1,500.00
100 sq.m. or more but less than 200 sq.m.	1,000.00
50 sq.m. or more but less than 100 sq.m.	800.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	150.00
Factory outside the locality:	
1,000 sq.m. or more	3,000.00
500 sq.m. or more but less than 1,000 sq.m.	2,300.00
200 sq.m. or more but less than 500 sq.m.	1,800.00
100 sq.m. or more but less than 200 sq.m.	1,300.00
50 sq.m. or more but less than 100 sq.m.	1,000.00
25 sq.m. or more but less than 50 sq.m.	500.00
Less than 25 sq.m	150.00
Exporter/importer	2,000.00
3) Brewers, distillers, compounders & eating	
with an aggregate area of	
1,000 sq.m. or more	6,500.00
500 sq.m. or more but less than 1,000 sq.m.	4,500.00
200 sq.m. or more but less than 500 sq.m.	3,300.00
100 sq.m. or more but less than 200 sq.m.	2,200.00
·	
50 sq.m. or more but less than 100 sq.m.	1,800.00
25 sq.m. or more but less than 50 sq.m.	800.00
Less than 25 sq.m	350.00
4) Carenderia	200.00
5) Owner or operator of business establishment rendering Services Business offices of general contractor (Bldg Specially Engineering) manpower service/employment agencies with <i>An aggregate area of:</i>	



1,000 sq.m. or more	4,000.00
500 sq.m. or more but less than 1,000 sq.m.	3,000.00
200 sq.m. or more but less than 500 sq.m.	2,500.00
100 sq.m. or more but less than 200 sq.m.	1,600.00
50 sq.m. or more but less than 100 sq.m.	800.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	150.00

	TAX PER ANNUM
Other contractors/business establishment engaged in rendering	
services, printers and publishers with an aggregate	
area of:	
1,000 sq.m. or more	7,000.00
500 sq.m. or more but less than 1,000 sq.m.	4,000.00
200 sq.m. or more but less than 500 sq.m.	3,000.00
100 sq.m. or more but less than 200 sq.m.	2,500.00
50 sq.m. or more but less than 100 sq.m.	1,600.00
25 sq.m. or more but less than 50 sq.m.	800.00
Less than 25 sq.m	200.00
Independent wholesalers, dealers, distributors, repackers & retailers with an aggregate area of:	
1,000 sq.m. or more	5,500.00
500 sq.m. or more but less than 1,000 sq.m.	4,300.00
200 sq.m. or more but less than 500 sq.m.	2,800.00
100 sq.m. or more but less than 200 sq.m.	2,300.00
50 sq.m. or more but less than 100 sq.m.	1,000.00
25 sq.m. or more but less than 50 sq.m.	700.00
Less than 25 sq.m	150.00
6) Air craft and watercraft companies	
Main Office	6,000.00
For every branch office	3,000.00
7) Amusement places	
Amusement centers and establishment w/ coin operated	
machines, appliances, amusement rides and shooting	
galleries, sideshow booths and other similar establishment	
with contrivances for the amusement of customers per contrivance	20.00
Continuino	20.00



a. Billiard and or pool halls per table	15.00
b. Bowling establishment	
Automatic per lane	30.00
Non-Automatic per lane	20.00
c. Casinos	1,500.00
d. Circuses, carnivals & the likes	400.00
e. Cockpits	800.00
f. Mahjong per table	30.00
g. Golf links &/or ranges	600.00
h. Gymnasium	80.00
i. Membership clubs, association or organization	
Serving foods, drinks & lodging facilities	600.00
Serving foods, drinks w/out lodging facilities	300.00
j. Night/day clubs, discos and other similar establishment	
Night Clubs	880.00
Day clubs	500.00
Cocktail lounge, bars, beer garden discos & karaoke	300.00
Cabarets/dance halls	250.00
k. Race tracks, jai-alai, fronton, coliseum, similar	
establishment	750.00
For every off-tracks and/or off-fronton betting center	150.00
I. Resort or other similar establishment	150.00
m. Sauna bath & massage clinic per cubicles	50.00
n. Skating rink	150.00
o. Studios, sports complexes	400.00
p. Theaters or cinemas with seating capacity of	
More than 2,000 persons	450.00
More than 500 to 2,000 persons	300.00
Less than 500 persons	150.00
q. Pelota courts, tennis courts & other similar nature	40.00
8) Electric and power companies	
Main Office and/or each power plant	1,800.00
Every branch office thereof	750.00
9) Financial institution	



1. Banks	
a) Commercial bank (main office)	750.00
every branch thereof	225.00
b) Savings bank (main office)	300.00
every branch thereof	75.00
c) Rural banks	150.00
Savings & loan association, insurance companies, pawnshop	
a) Main office	300.00
b) Every branch thereof	75.00
Financial and/or lending investors establishment, money shops	
a) Main office	300.00
b) Every branch thereof	75.00
10) Gasoline services/filling stations	
1. Having an area of 1,500 sq. mtrs. Or more	225.00
2. Having an area of more than 1,000 but less 1,500sq. mtrs.	187.00
3. Having an area of 1,000 sq. mtrs. Or less	150.00
4. Curfs pumps and selling station	112.00
11) Private hospitals and medical clinics with bed capacity of	
1. More than 500 persons	750.00
2. 301 to 500 persons	630.00
3. 151 to 300 persons	540.00
4. 101 to 150 persons	375.00
5. 76 to 100 persons	315.00
6. 51 to 75 persons	225.00
7. 25 to 50 persons	120.00
8. Less than 25 persons	75.00
Animal hospital and others	150.00
12) Institution of learning	
Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows:	
1. 50,000 students or more	1,200.00
2. 30,000 or more but less than 50,000 students	975.00
3. 20,000 or more but less than 30,000 students	675.00



4. 10,000 or more but less than 20,000 students	375.00
5. 5,000 or more but less than 10,000 students	225.00
6. 1,000 or more but less than 5,000 students	75.00
7. Below 300 students	37.50

Garbage service fees on multiple business

Where there are two or more kinds of business subject to the garbage service fees, conducted in the same place or place or establishment by the same owner or operator, the charges by the same owner or operator, the charges to be collected shall be that which has the highest rate among the business concerned plus twenty five percent (25%) thereof, provided that the total garbage fee shall not exceed seven thousand two hundred pesos (P7,200.00) per annum

Newly Established Business

Computed proportionately to the quarterly charge

143. Oplan Bantay Rabies Program

Aside from conducting information dissemination re: responsible pet ownership and in line with its Oplan Bantay Rabies Program, the Office also administers free anti-rabies immunization to dogs at least three (3) months old.

Office or Division:	City Veterinarian's	Office (CVO)			
Classification:	Simple				
Type of Transaction:	G2C – Governmen	it to Citizen			
Who may avail:	avail: Barangay Officials		NGOs		
CHECKLIST OF I	REQUIREMENTS	WHERE TO SECURE			
Letter request (1 origin	Letter request (1 original)		fficials, NGOs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Provide	 Manage the 	None	4 Hours	DR. RONN KRISTIAN	
assistance in	registration of			S. BERNASOR,	
terms of	pets during the			City Veterinarian II	
registration of	scheduled date			(CVO)	
pets during the	of vaccination			ANCELITOM	
scheduled date	activity;			ANGELITO W. INOCENTES	
of vaccination	administer anti-			Pound Keeper II/	
activity at the	rabies			Vaccinator	
specified area in	immunization to			(CVO)	



the barangay.	pets; and issue certificates to pet owners.			MELCHOR M. CAJAYON Pound Keeper I/ Vaccinator (CVO)
				SHERWIN V. TABIOS Pound Keeper I/ Vaccinator (CVO)
				LEONARD G. LIZARDO, Administrative Aide IV/Vaccinator (CVO)
				RONALD E. BAUTISTA Administrative Assistant IV/Vaccinator (CVO)
	TOTAL:	None	4 Hours	

144. Patient's for Hospital Admission

Patient/s may be admitted at the Pasay City General Hospital upon doctor's advice per result of the medical diagnosis.

Office or Division:	Emergency Room (ER) Department, Pasay City General Hospital		
	(PCGH)		
Classification:	Simple		
Type of Transaction:	G2C – Governme	ent to Citizen	
Who may avail:	All		
CHECKLIST OF REG	UIREMENTS	WHERE TO SECURE	
Duly accomplished Physic	cian's Admission		
Slip (1 original)	original)		
- Physician Admission Slip		Emergency Room, PCGH and OPD	
- Information/details to be included in			
the Physician's Admission Slip		Attending Physician	
Philhealth ID Card (if applicable)			
(1 original)		Philhealth Office	
4P's ID Card (if applicable) (1 original)		Pasay City Social Welfare and Development	



CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to Admitting Section of PCGH and present the Admission Order of the patient, state your medical concerns.	 Accomplish patient data sheet. 1.1 Conduct patient interview. 1.2 Secure patient's/ guardian signature for the admission consent form. Check Philhealth Membership of the patient. 1.4 Issue Admitting Slip to the patient. 	None	10 Minutes	ROSEMARIE S. CASTAÑEDA Administrative Assistant II/Admitting Clerk (PCGH) RICHARD D. MARCHADESCH Administrative Aide I/Admitting Clerk (PCGH)
2. Present Admitting Slip at the ER Nurse's desk of the PCGH.	 2. Accept admitting slip and attach the doctor's order. 2.1 Endorse to ward nurse and instruct orderly to transfer the patient to the designated ward. 	None	2 Hours	JAWAHER D. AHMED Nurse II (PCGH) RICARDO P. BONUS Nursing Attendant I/Orderly (PCGH)
	TOTAL:	None	2 Hours and 10 Minutes	



145. Patient's for Hospital Discharge

Patient/s subject for discharge at the Pasay City General Hospital upon doctor's advice may avail this service.

Office or Division: ER Department, Pasay City General Hospital (PCGH)				
Classification:	Simple			,
Type of Transaction:	G2C – Government to Citizen			
Who may avail:				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Discharge Clearance SI		Emergency R		
4P's ID Card (1 original)	, , ,		cial Welfare and	•
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Discharge Clearance Slip from the ER desk/room of the PCGH.	Sign Discharge Clearance slip.	None	15 Minutes	ARVEE A. VENGCO <i>Nurse I</i> (PCGH)
Proceed to the Billing Section for the assessment of fees.	2. Compute ER charges and issue order of payment	None	5 Minutes	MANUEL D. ABAD Administrative Aide I/Billing Clerk (PCGH) CYNTHIA B. BARCENA Nursing Attendant I/Billing Clerk (PCGH)
3. Proceed to the Cashier Section for the payment of fees.	3. Issue Official Receipt (OR) and Discharge Clearance Slip to the client.	Please refer to the table of fees below.	5 Minutes	ANTONIO P. TAPEL Administrative Officer III/Cashier (PCGH) DORIS C. BANTA Administrative Aide IV/Collecting Clerk (PCGH)
Present Discharge Clearance Slip to	Validate the presented clearance and	None	5 Minutes	RECHIE ANN T. ABAD <i>Nurse I</i> (PCGH)



the ER Nurse Station.	discharge the patient thereafter.			
	TOTAL:	Please refer to the table of fees below.	30 Minutes	

SCHEDULE OF FEES

HEMATOLOGY

LABORATORY WORK UP	PRIVATE	CHARITY
CBC/Toxic Granules	PHP 40	PHP 25
Platelet Count (PC)	PHP 35	PHP 20
WBC & Diff. Count	PHP 25	PHP 18
Hgb & Hct (H&H)	PHP 30	PHP 20
CT/BT (Clotting/Bleeding Time)	PHP 20	PHP 15
ESR	PHP 25	PHP 25
Peripheral Blood Smear (PBS)	PHP 20	PHP 15
Malarial Smear	PHP 20	PHP 15
HbAic	PHP 250	PHP 80
Protime (PT)	PHP 500	PHP 250
Prothrombin Time (PTT)	PHP 250	PHP 150
Reticulocyte Count	PHP 80	PHP 40

CLINICAL MICROSCOPY

Urinalysis (UA)	PHP 20	PHP 15
Fecalysis (FA)	PHP 15	PHP 10
Occult Blood	PHP 20	PHP 15
Pregnancy Test	PHP 100	PHP 95

BLOOD CHEMISTRY

FBS	PHP 75	PHP 20
RBS	PHP 75	PHP 20
BUA (Blood Uric Acid)	PHP 75	PHP 20



BUN (Blood Urea Nitrogen)	PHP 75	PHP 20
Creatinine (Crea)	PHP 75	PHP 20
Total Cholesterol	PHP 75	PHP 20
Triglycerides	PHP 100	PHP 60
Lipo Protein Profile	PHP 250	PHP 100
(HDL/LDL/VLDL		
CPK - MB	PHP 500	PHP 140
1* & 2* PPBS	PHP 150	PHP 60
OGCT/OGTT	PHP 400	PHP 100
24hr. Urine Protein	PHP 120	PHP 50
24hr. Urine Creatinine	PHP 75	PHP 20
Sodium (Na+)	PHP 150	PHP 70

	I	
LABORATORY WORK UP	PRIVATE	CHARITY
Potassium (K+)	PHP 150	PHP 70
Chloride (CI)	PHP 150	PHP 70
Calcium (Ca+)	PHP 150	PHP 70
Total Protein	PHP 100	PHP 60
Albumin	PHP 100	PHP 60
Globulin	PHP 100	PHP 60
SGPT/ALT	PHP 80	PHP 40
SGOT/AST	PHP 80	PHP 40
Alkaline Phosphatase	PHP 80	PHP 60
TPAG	PHP 200	PHP 120
Gram Stain	PHP 40	PHP 30
AFB	PHP 75	PHP 30
Blood C/S	PHP 500	PHP 350
Urine C/S	PHP 500	PHP 350
Wound C/S	PHP 500	PHP 350

BLOOD BANK SEROLOGY

Blood Typing	PHP 60	PHP 20
Rh Typing	PHP 60	PHP 20
Cross Matching (bag/unit)	PHP 35	PHP 20
HbsAg	PHP 110	PHP 80
VDRL/RPR	PHP 110	PHP 80
Typhidot	PHP 700	PHP 600



RADIOLOGY SCHEDULE OF FEES

	T	1
X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Skull Ap/Lat	PHP 80	PHP 80
Paranasal Sinuses	PHP 105	PHP 100
Orbit/Optic	PHP 105	PHP 90
Zygomatic Bone	PHP 120	PHP 90
Mandible	PHP 105	PHP 100
Mastoid	PHP 120	PHP 90
Nasal Bone	PHP 100	PHP 80
TMJ	PHP 90	PHP 80
X-RAY & OTHER RADIOLOGIC PROCEDURE	PRIVATE	CHARITY
Cervical Spine	PHP 100	PHP 70
Chest PA	PHP 90	PHP 60
Chest AP/Lat (child)	PHP 100	PHP 80
Apico Lordotic View	PHP 60	PHP 40
Additional View of Lat.	PHP 90	PHP 40
KUB	PHP 110	PHP 75
Abdomen Supine & Uprite	PHP 180	PHP 150
Thoracic Cage (T-Cage)	PHP 130	PHP 100
Lumbo-Sacral w/ both oblique	PHP 100	PHP 80
Pelvic Bone (Hips)	PHP 140	PHP 110
All Extremities	PHP 90	PHP 60

SPECIAL PROCEDURE

Esophagram (Barrium Swallow)	PHP 200	PHP 180
U G I S Series	PHP 280	PHP 250
IVP	PHP 330	PHP 300
Barrium Enema	PHP 330	PHP 300
T-Tube	PHP 400	PHP 250
Hysterogram	PHP 280	PHP 250
Fistulogram	PHP 300	PHP 200
Pelvimetry	PHP 250	PHP 150
Cystolography	PHP 300	PHP 150



ULTRASOUND

PROCEDURE	PASAY	NON-PASAY
BPS	PHP 150	PHP 300
Congenital Anomaly Scan	PHP 150	PHP 300
Chest	PHP 150	PHP 250
Breast	PHP 150	PHP 250
Neck	-	PHP 600
Thyroid	-	PHP 600
Cranial	PHP 150	PHP 250
Gallbladder	PHP 150	PHP 250
HBT	PHP 150	PHP 400
Kidney	PHP 150	PHP 400

PROCEDURE	PASAY	NON-PASAY
KUB	PHP 150	PHP 250
Liver	PHP 150	PHP 250
Lower Abdomen	PHP 150	PHP 600
Whole Abdomen	PHP 200	PHP 800
Upper Abdomen	PHP 400	PHP 600
Pancreas	PHP 200	PHP 250
Pelvic/Pelvis	PHP 150	PHP 250
Prostate	PHP 150	PHP 250
Scrotum/Inguino Lubial	PHP 150	PHP 300
Spleen	PHP 150	PHP 250
Transvaginal	PHP 150	PHP 400
Hemothorax/Mapping	PHP 150	PHP 250

CT-SCAN

PROCEDURE	AMOUNT
CT of the HEAD (Plain)	PHP 3,000
CT of the HEAD (with Contrast)	PHP 4,500
Cranial CT (Plain)	PHP 3,000
Cranial CT (with Contrast)	PHP 4,500
Orbital CT	PHP 3,000
Temporal Bone CT	PHP 3,000
PNS CT	PHP 3,000
Nasopharyngeal CT	PHP 3,500



Oropharyngeal CT	PHP 4,000		
Facial CT with 3D Reformatting	PHP 4,500		
Neck CT (Plain)	PHP 3,000		
Neck CT (with Contrast)	PHP 5,000		
CT of the Whole Abdomen (Plain)	PHP 6,000		
CT of the Whole Abdomen (with Contrast)	PHP 7,500		
CT of the Upper Abdomen (Plain)	PHP 3,500		
CT of the Upper Abdomen (with Contrast)	PHP 5,000		
CT of the Upper Abdomen (with Triple	PHP 8,000		
Contrast)			
CT of the Lower Abdomen (Plain)	PHP 3,500		
CT of the Lower Abdomen (with Contrast)	PHP 5,000		
CT Stonogram	PHP 3,500		
CT Urogram	PHP 7,000		
CT Extremities	PHP 3,000		
Thoracic/Chest	PHP 3,000		
Spine	PHP 3,500		
Pelvis	PHP 3,500		

NOTE:

Contrast subject to change due to price increase. Rate of contrast depend on volume which is upon the discretion of radiologist.

CT-SCAN CONSUMABLES CHARGES (AS NEEDED)

PROCEDURE	AMOUNT
IV Contrast Media 100ml	PHP 3,465
IV Contrast Media 50ml	PHP 1,732.50
Microbar – 2 (Oral Contrast)	PHP 600
Tri-pack	PHP 1,800
Insyte	PHP 80
Foley Catheter	PHP 56
Heplock	PHP 60
Syringe 5cc/10cc	PHP 10
Syringe 50cc	PHP 19
Asepto Syringe	PHP 85

MAMMOGRAPHY SECTION

Pasay Resident	PHP 600
Breakdown:	
Hospital Charge	PHP 500
Reading Fee for Doctor	PHP 100

Non-Pasay Resident PHP 1,000



Breakdown:	
Hospital Charge	PHP 800
Reading Fee for Doctor	PHP 200

146. Payment of Business Taxes (New or Renewal)

Business establishments are required to pay business taxes and other regulatory fees annually at the City Treasurer's Office. Renewal period is from January 1 to 20 of each year. For new business permit, computation is based on capitalization, while renewal is computed based on the percentage of sales or gross sales.

Office or Division:	City Treasurer's Office (CTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
New Application				
Principal:				
Duly Accomplished De				
Capitalization/Gross/Sal	•			
 Declaration Form 		CTO		
- Details of the For		Business Owner		
Certificate of Business N	•	Department of Trade and Industry		
if applicable (1 photocop	• /	Dopartment of Trade and Industry		
Certificate of Incorporation	on, if applicable	Securities and Exchange Commission		
(1 photocopy)				
Proof of right over the lo				
the business is located (1 photocopy)		0-0		
a. Real Property Tax (if owned)		СТО		
b. Lease of Contract	,	Lessor		
Memorandum of Agreen		0 14 11 15		
Accounting Firm/Consultancy/Law Firm		Concerned Accounting/Consultancy/Law Firm		
(1 photocopy)				
Representative:	design Francis			
Duly Accomplished Declaration Form of				
Capitalization/Gross/Sales Receipts		OTO		
- Declaration Form		CTO		
- Details of the Form		Business Owner		
Special Power of Attorney (SPA) or		D O		
Notarized Authorization Letter (1 original		Business Owner		
and 1 photocopy)		DID Dark Office DEA DOA 000 0010		
Government issued Identification Card of		BIR, Post Office, DFA, PSA, SSS, GSIS,		
the person represented and the		Pag-IBIG, LTO		



	1
representative (1 original and	
1 photocopy)	
Certificate of Business Name Registration,	Department of Trade and Industry
if applicable (1 photocopy)	Doparament of Trade and Industry
Certificate of Incorporation, if applicable	Securities and Exchange Commission
(1 photocopy)	Coodinace and Exeriange Commission
Proof of right over the lot/property where	
the business is located (1 photocopy)	
a. Real Property Tax (if owned)	CTO
b. Lease of Contract (if not owned)	Lessor
Memorandum of Agreement for	
Accounting Firm/Consultancy/Law Firm	Concerned Accounting/Consultancy/Law Firm
(1 photocopy)	
Renewal	
Principal:	
Duly Accomplished Declaration Form of	
Capitalization/Gross/Sales Receipts	
- Declaration Form	CTO
 Details of the Form 	Business Owner
Previously issued Business Permit and its	
corresponding Official Receipt	BPLO/CTO
(1 Photocopy)	
Proof of right over the lot/property where	
the business is located (1 photocopy)	
- Real Property Tax (if owned)	СТО
 Lease of Contract (if not owned) 	Lessor
Income Tax Return/VAT Return/Book of	Duranu of Internal Davanus
Accounts/POS	Bureau of Internal Revenue
Representative:	
Duly Accomplished Declaration Form of	
Capitalization/Gross/Sales Receipts	
- Declaration Form	СТО
- Details of the Form	Business Owner
Special Power of Attorney (SPA) or	
Notarized Authorization Letter (1 original	Business Owner
and 1 photocopy)	
Government issued Identification Card of	DID Doct Office DEA DOA COO COIC
the person represented (Business Owner)	BIR, Post Office, DFA, PSA, SSS, GSIS,
(1 original and 1 photocopy)	Pag-IBIG, LTO
Government issued Identification Card of	DID Dark Office DEA DOA 0000 0010
the representative (1 original and	BIR, Post Office, DFA, PSA, SSS, GSIS,
1 photocopy)	Pag-IBIG, LTO
Previously issued Business Permit and its	BPLO and CTO



corresponding Officia (1 Photocopy)	I Receipt			
Proof of right over the the business is located - Real Property	ed (1 photocopy)	СТО		
- Lease of Conti	ract (if not owned)	Lessor		
Income Tax Return/V Accounts/POS	AT Return/Book of	Bureau of Internal Revenue		
TAXPAYER STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Declaration Form of Capitalization/ Gross/Sales Receipts together with complete requirements at the License Division, CTO.	1. Check the completeness and veracity of submitted requirements; approve/sign tax payer's declaration form of capitalization/ gross/sales receipts; and issue the said form to the taxpayer.	None	3 Minutes	EVANGELINE G. MORALES LTOO IV (CTO)
2. Present approved/signed declaration form of capitalization/ gross/sales receipts at the Assessment Unit, CTO.	2. Print, sign and release Tax Bill to the taxpayer.	None	3 Minutes	ANNETTE M. NAPALA <i>LTOO II</i> (CTO)
3. Present Tax Bill to assigned teller at the payment counter of the CTO, and pay business tax	Issue official receipt to the taxpayer.	Please refer to the table of fees below	5 Minutes	Business Tax Tellers 5 – 12 (CTO)



due.				
	TOTAL:	None	11 Minutes	

QUARTERLY DEADLINE OF PAYMENT:

1st Quarter
 2nd Quarter
 3rd Quarter
 4th Quarter
 On or before January 20
 On or before July 20
 On or before October 20

TAXES, FEES AND CHARGES

- Business taxes and other regulatory fees are computed based on the nature of business and the declared gross sales for the succeeding year.
- Penalties are imposed on business and commercial establishments that fail to renew during the prescribed period.

TAX ON BUSINESS

- F. On Manufacturers, Assemblers, Importers, Repackers, Processors, Brewers, Distillers, Rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following Schedule:
- G. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0.00	10,000.00	272.80
10,000.00	15,000.00	363.00
15,000.00	20,000.00	498.30
20,000.00	30,000.00	726.00
30,000.00	40,000.00	1,089.00
40,000.00	50,000.00	1,361.80
50,000.00	75,000.00	2,178.00
75,000.00	100,000.00	2,722.50
100,000.00	150,000.00	3,630.00
150,000.00	200,000.00	4,537.50
200,000.00	300,000.00	6,352.50
300,000.00	500,000.00	9,075.00
500,000.00	750,000.00	13,200.00
750,000.00	1,000,000.00	16,500.00
1,000,000.00	2,000,000.00	22,687.50
2,000,000.00	3,000,000.00	27,225.00
3,000,000.00	4,000,000.00	29,370.00



4,000,000.00	5,000,000.00	38,115.00
5,000,000.00	6,500,000.00	40,219.00
		Not Exceeding 55% of
6,500,000.00	and above	1%

On Wholesalers, Distributors, or Dealers in any article of commerce or whatever kind or nature, in accordance with the following schedule:

H. With Gross Sales for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	1,000.00	29.70
1,000.00	2,000.00	53.90
2,000.00	3,000.00	82.50
3,000.00	4,000.00	118.80
4,000.00	5,000.00	165.80
5,000.00	6,000.00	200.20
6,000.00	7,000.00	236.50
7,000.00	8,000.00	272.80
8,000.00	10,000.00	308.00
10,000.00	15,000.00	363.00
15,000.00	20,000.00	453.20
20,000.00	30,000.00	544.50
30,000.00	40,000.00	726.00
40,000.00	50,000.00	1,089.00
50,000.00	75,000.00	1,633.50
75,000.00	100,000.00	2,178.00
100,000.00	150,000.00	3,085.50
150,000.00	200,000.00	3,993.00
200,000.00	300,000.00	5,445.00
300,000.00	500,000.00	7,260.00
500,000.00	750,000.00	10,890.00
750,000.00	1,000,000.00	14,520.00
1,000,000.00	2,000,000.00	16,500.00
2,000,000.00	and above	Not exceeding 82.5% of 1%

On Essential commodities - For exporters, millers, manufacturers, producers, 632



wholesaler, distributor, dealers of retailers.

8) Rice and corn;	
9) Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products,	Rate not exceeding Fifty
whether in their original states or not;	Percent (50%) of the
10)Cooking oil and cooking gas	rates prescribed in A, B
 11) Laundry soap, detergents and medicine, Agricultural implements, equipment and post have facilities, fertilizers, pesticides, insecticides, herbicides, and other farm inputs; 12) Poultry and other animal feeds 13) School supplies 14) Cement 	and D

J. On Essential commodities - For Retailers

Rice and corn;
 Wheat or cassava flour, meat dairy products, locally manufactured processed, or preserved food, sugar, salt and other agricultural marine, and fresh water products, whether in their original states or not;
 Cooking oil and cooking gas.
 Laundry soap, detergents and medicine
 Agricultural implements, equipment and post have facilities, fertilizers, pesticides, insecticides herbicides, and other farm inputs;
 Poultry and other animal feeds.
 School supplies; and
 Cement

With Gross Sales for the preceding Calendar Year:



	RATE PER ANNUM
400,000.00 or less	3 1/2%
400,000.00 or more	2%

On Owners or Operators of cafes, cafeteria, ice-cream and other refreshment parlors, restaurants, soda-fountain, bars, carinderia, and food caterers.

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	ANNUAL TAX
0	2,000.00	73.00
2,000.00	3,750.00	124.30
3,750.00	4,500.00	173.00
4,500.00	6,125.00	222.20
6,125.00	7,250.00	272.80
7,250.00	8,750.00	321.20
8,750.00	10,275.00	371.80
10,275.00	12,125.00	445.50
12,125.00	15,250.00	544.50
15,250.00	16,750.00	618.20
16,750.00	18,250.00	668.80
18,250.00	20,625.00	717.20
20,625.00	23,675.00	866.80
23,675.00	27,000.00	990.00
27,000.00	30,000.00	1,113.20
30,000.00	33,000.00	1,237.50
33,000.00	35,875.00	1,361.80
35,875.00	40,625.00	1,509.20
40,625.00	45,500.00	1,633.50
45,500.00	50,000.00	1,856.80
50,000.00	and above	Not exceeding 82.5% of 1%

On contractors and other independent contractors in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:



FROM	TO LESS THAN	ANNUAL TAX	
0	5,000.00	45.10	
5,000.00	10,000.00	101.20	
10,000.00	15,000.00	172.70	
15,000.00	20,000.00	272.80	
20,000.00	30,000.00	453.20	
30,000.00	40,000.00	635.80	
40,000.00	50,000.00	907.50	
50,000.00	75,000.00	1,452.00	
75,000.00	100,000.00	2,178.00	
100,000.00	150,000.00	3,201.00	
150,000.00	200,000.00	4,356.00	
200,000.00	250,000.00	5,989.50	
250,000.00	300,000.00	7,728.00	
300,000.00	400,000.00	10,164.00	
400,000.00	500,000.00	13,612.50	
500,000.00	750,000.00	15,262.50	
750,000.00	1,000,000.00	16,912.50	
1,000,000.00	2,000,000.00	18,975.00	
2,000,000.00	and above	Not exceeding 82.5% of 1%	

On banks and other Financial Institutions

➤ Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following:

- 1) Interest from loans discount;
- 2) Interest earned and actually collected on interbank loans;
- 3) Rental of Property;
- 4) Income earned and actually collected from acquired assets;
- 5) Income from sale or exchange of assets and property;
- 6) Cash dividends earned and received on equity investment;
- 7) Commissions from lending activities
- 8) Income component of rentals from financial leasing

On Insurance Companies

➤ Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.



Gross Receipts Shall only include the following;

- 1) Insurance premiums actually collected
- 2) Interest earning on loans and discounts actually collected
- 3) Rentals actually collected from property owned by insurance companies
- 4) Income actually collected from acquired assets
- 5) Cash dividends received on equity investments

On Financing Companies

➤ Shall be taxed at the rate not exceeding 75% of 1% of the gross receipts of the preceding year.

Gross Receipts Shall only include the following;

- 1) Interest from loans and discounts
- 2) Interest earned and actually collected on mortgage contracts receivables
- 3) Rental of property
- 4) Income earned and actually collected from acquired assets
- 5) Income from sale or exchange of assets and property
- 6) Cash dividends earned and received on equity investment
- 7) Income component of rentals from financial leasing

On lessors or sub-lessors of real estate including accessories, apartels, pension and inns, apartments, condominiums, house for lease, rooms and spaces for rent in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

	·	
FROM	TO LESS THAN	TAX PER QUARTER
0	1,000.00	Exempt
1,000.00	4,000.00	49.50
4,000.00	10,000.00	123.20
10,000.00	20,000.00	371.80
20,000.00	30,000.00	742.50
30,000.00	50,000.00	1,237.50
50 000 00 and above		Residential Purposes - Not Exceeding 55% of 1%
50,000.00 and above		For Other Purposes - Not Exceeding 82% of 1%



On Subdivision Operators

> Shall be taxed based on the total area of remaining lots titled in the name of the subdivision operator

PHP 0.02475 Per Square Meter

On owners or operators of privately-owned public market and shopping centers in accordance with the following schedules:

With Gross Receipts for the preceding Calendar Year:

FROM	TO LESS THAN	TAX PER QUARTER
0	5,000.00	305.80
5,000.00	10,000.00	618.20
10,000.00	20,000.00	1,237.50
20,000.00	30,000.00	1,856.80
30,000.00	40,000.00	2,475.00
40,000.00	50,000.00	3,093.75
50,000.00	60,000.00	3,712.50
60,000.00	70,000.00	4,331.80
70,000.00	80,000.00	4,950.00
80,000.00	90,000.00	5,568.20
90,000.00	100,000.00	6,187.50
100,000.00 or more: For every 1,000.00 or a fraction thereof in excess of Php100,000.00		38.00

On peddlers engaged in the sale of any merchandise or article of commerce as herein below specified, taxes at the rate fixed below:

	Tax per Annum
f) Peddlers of any article or merchandise carried in trucks or any other motor vehicle, per peddler	82.50
g) Peddlers of any article or merchandise carried in a motorized bicycle, tricycle or other motorized similar vehicles other than those specified in above	55.00
h) Peddlers of any article or merchandise carried in a cart, caretela or other per vehicles drawn by	44.00



	animals	
i)	Peddlers of any article or merchandise carried	
	on bicycle, pedicab or other similar vehicle, per	33.00
	peddler	
j)	Peddlers of any article or merchandise carried	22.00
	by person, per peddler	22.00
In add	dition to the above there is hereby imposed	
addition	onal tax in the sales of Perfume and other	22.00
luxury	articles in the Amount:	

On private warehouse or bodegas of wholesalers, retailers, exporters or importers

	<u>'</u>
	Tax per Annum
a) With an area of 1,000 sq. m. or more	5,000.00
b) With an area of 700 sq. m. but less than 1,000 sq. m.	4,000.00
c) With an area of 500 sq. m. but less than 700 sq. m.	3,000.00
d) With an area of 300 sq. m. but less than 500 sq. m.	2,000.00
e) With an area of less than 300 sq. m.	1,500.00

On Construction, Contractor

- Thirty percent (30%) of the gross receipts shall be taxable by the City where the principal office is located
- Seventy percent (70%) of the gross receipts shall be taxable by the City where the project office is located

FIXED TAX ON OTHER BUSINESS

On dealers in fermented liquors, distilled spirits and/or wines;

		TAX PER ANNUM
1.	Wholesale dealers in foreign liquors	1,980.00
2.	Wholesale dealers in domestic liquors	990.00
3.	Retail dealers in foreign liquors	495.00
4.	Retail dealers in domestic liquors	247.50
5.	Wholesale dealers in fermented liquors	495.00
6.	Retail dealers in fermented liquors	180.00



7. Wholesale dealers in vino liquors	203.50
8. Retail dealers in vino liquors	126.50
9. Retail peddlers of distilled manufactured or fermented	
liquors	445.50
10. Wholesale peddlers of distilled manufactured or	
fermented liquors	495.00
11. Retail dealers in tuba, basi and/or tapuy	126.50
12. Liquor servers	550.00

On dealers in tobacco;

	TAX PER ANNUM
Retail leaf tobacco dealers	126.50
2. Wholesale leaf tobacco dealer	495.00
3. Retail tobacco dealers	126.50
4. Wholesale tobacco dealers	495.00
5. Retail peddlers of tobacco products	126.50
6. Wholesale peddlers of tobacco products	165.00

On owners or operators of amusement/vending devices;

	TAX PER ANNUM
1. Each juke box machines	192.50
2. Each Machine Apparatus or Visual Entertainment	99.00
3. Each machine for dispensing or vending soft drinks and any other articles	286.00
4. Each apparatus for weighing person	60.50
5. Each machine or apparatus for printing letters or numbers	77.00
Each similar device for vending games of skill or amusement	99.00
7. Each coin operated amusement machine or apparatus	379.50

On owners or operators of amusement places;

		TAX PER ANNUM
I)	Super clubs, cocktail lounges or bars, beer gardens, pub houses, disco houses, and other similar	4.500.00
	establishment	4,500.00



m) Cabarets, dance hall or dancing pavilion	3,000.00
n) Skating rinks	1,000.00
o) Bath houses, resort and the likes	800.00
p) Steam baths, saunas, and other similar	
establishment per cubicle	300.00
q) Billiard and pools halls	
for the first table	130.00
for each additional	50.00
r) Bowling alleys	
Automatic per lane	250.00
Non-automatic	200.00
s) Circuses, carnivals and the likes	
Per day	1,200.00
For the first ten (10) days	100.00
For each day thereafter	20.00
t) Side shows, per booth	
For the first ten (10) days	30.00
For each day thereafter	13.00
 u) Merry-go-rounds, roller coasters ferries wheel, swings, 	
shooting galleries, or similar contrivances, per contrivance	
For the first ten (10) days	30.00
For each day thereafter	13.00
v) Theaters, and cinema houses	
a. Itinerant operators per day	30.00
b. with orchestra only and with sitting capacity of less than 500 persons	1,250.00
c. with balcony and orchestra and with sitting	1,230.00
capacity of less than 500 persons	1,500.00
d. with balcony and orchestra and with sitting	·
capacity of 500 but less than 1,000 person	2,000.00
e. with balcony and orchestra and with sitting capacity of 1,000 person or above	2,500.00
f. With loge, balcony and orchestra	4,000.00

An additional tax of one hundred percent (100%) of the	
amounts	



Prescribed above shall be imposed on air-conditioned	
theaters and cinema houses.	
I. Boxing stadium, auditoriums, gymnasiums, concert or similar	
halls or similar establishment	750.00
m. Boxing wrestling or martial arts contest, per exhibition	250.00
n. Race tracks for conducting horse races	5,000.00
per racing or fraction thereof	300.00
o. Cockpits, per annum	7,500.00
per ordinary cockfight	15.00
per derby cockfight	30.00
Holding in international derby cockfight, per day	5,000.00
per international derby cockfight	250.00
Holding of local derby cockfight, per day	2,500.00
p. Gun clubs	500.00
g. Judo-karate clubs	250.00
r. Pelota/squash courts per court	250.00
s. Tennis courts, per court	250.00
t. Jai-alai frontons and/or coliseum	
a. With seating capacity of 25,000 persons or more	25,000.00
b. With seating capacity from 15,000 to 24,999	
persons	17,500.00
c. With seating capacity from 5,000 to 14,999	42 500 00
persons	12,500.00
d. With seating capacity of less than 5,000 persons	7,500.00
e. Per gaming day on Jai-Alai or fraction thereof	250.00
u. Off-track betting station and Off-fronton, per Station	2,500.00
v. Other amusement places not above	
a. Educational life plan or Memorial Plan Establishment	
Principal Office	5,500.00
b. For each branch, payable to the City where the	0,000100
branch is	
located	1,100.00
w. Signboards/Billboards	
a. Billboards or Signboards for advertisement of	
business	
per square meter as fraction thereof:	



Single faced twenty pesos	20.00
Double faced thirty pesos	30.00
b. Billboards or sign for professionals, per square	
meter or	
fraction thereof:	15.00
c. Billboards, sign or advertisement for business and	
professionals painted on any building or structure or	
otherwise separated or detached there from: Per	
square	18.00
meter thereof	
d. Advertisement for business or professionals by	
means of slides in monies payable by the advertisement	200.00
e. Advertisement means of vehicles, Billboards rate	
etc.	
Per day or fraction thereof;	80.00
per week or fractions thereof;	120.00
per month or fraction thereof;	160.00
For the use of electric or neon lights in billboards under paragraphs (a) to (e) above, the amount of P20.00 per square Meter or fraction thereof shall be imposed in addition to the above rates	
MAJHONG TABLE	
A. For the first table	350.00
For each additional table	120.00
B. Stock Markets	10,000.00
C. Boarding houses with accommodations for	
Less than 10 boarders	40.00
11 to 19 boarders	60.00
20 to 39 boarders	80.00
40 or more boarders	100.00
D. Lodging houses with accommodations for:	
Less than 15 lodgers	1,500.00
16 to 24 lodgers	2,500.00
25 or more lodgers	3,000.00



-	5,500.00
Mini golf links (w/less than 9 holes)	1,000.00
F. Driving ranges	·
With 20 slots or more	600.00
With 16 to 19 slots	400.00
With 15 to slots or more	300.00
G. Cemeteries and Memorial parks:	
Less than 2	1,000.00
2 to 5 has	1,700.00
more than 5 has	2,000.00
H. Fishponds, fish pens. Or fish breeding grounds, per	
hectare or	00.00
fraction thereof	30.00
I. Cold storage and refrigeration cases:	
a. Refrigeration or cold storage unit:	
With total storage capacity:	050.00
Not exceeding 5 cu.m.	250.00
Over 5 to 15 cu.m.	400.00
Over 15 to 25 cu.m.	650.00
Over 25 to 35 cu.m.	1,300.00
Over 35 to 50 cu.m.	1,900.00
Over 50 cu.m.	2,500.00
b. Refrigerating cases:	
Less than 5 cu.m.	17.00
Over 5 cu.m.	28.00
J. Lumberyards	
With an area of 500 sq.m. Or less	1,000.00
Over 500 to 1,000 sq.m.	1,300.00
Over 1,000 to 1,500 sq.m.	1,500.00
Over 1,500 to 2,000 sq.m.	2,000.00
Over 2,000 sq.m.	2,500.00
K. Nursery, vocational and other schools not	
Regulated by the Department of Education, Culture	
and Sport with 5 less students	130.00
Over 5 but not more than 20 students	250.00
L. Dancing schools/driving schools/speed reading/Edp/judo	430.00



karate, etc.	
With 100 or more students	750.00
With 50 to 99 students	500.00
With 25 to 49 students	400.00
M. Car exchange on consignment basis only:.	
For an enclosure of 500 sq.m. Or less	400.00
For an enclosure of more than 500 sq.m.	500.00
If car exchange are being operated on buying and Selling	
basis they are covered by the graduated business Tax on retailers,	
independent wholesalers and distributors	
N. Flammable liquids with flash point at 70 to 200 such as	
turpentine, thinner prepared paints, diesel oils,	
kerosene,	
varnish, cleaning solvent, polishing liquids:	
5 to 25 gals.	15.00
26 to 50 gals.	20.00
51 to 100 gals.	30.00
101 to 1,000 gals.	75.00
1,001 to 5,000 gals.	140.00
5,001 to 10,000 gals.	300.00
10,001 to 50,000 gals.	500.00
50,001 to 100,000 gals.	700.00
100,001 to 500,000 gals.	1,200.00
500,001 to 900,000 gals.	2,100.00
900,001 gals.	2,300.00
Flammable liquids with flash point over 200 F when	
subject to spontaneous ignition or is artificially heated to a	
temperature	
equal or higher than its flash point such as petroleum	
oil,	
crude oil, others:	4=
5 to 25 gals.	15.00
26 to 50 gals.	20.00
51 to 100 gals.	30.00
101 to 500 gals.	85.00



501 to 1,000 gals.	170.00
1,001 to 20,000 gals.	300.00
20,001 gals.	450.00
Flammable gases- Aaltylene, hydrogen, coal fas, and	
other	
flammable in gaseous form, except liquefied	
petroleum gas	
and other compressed gases:	
15 to 25 gals.	20.00
26 to 100 gals.	30.00
101 to 500 gals.	60.00
501 to 2,000 gals.	170.00
2,001 to 10,000 gals.	450.00
10,001 to 50,000 gals.	900.00
50,001 to 100,000 gals.	1,300.00
100,001 gals.	2,100.00

Combustible Solids:	
I. Calcium Carbide	
10 but not more than 20 kgs.	35.00
21 but not more than 50 kgs.	50.00
51 but not more than 500 kgs.	90.00
501 but not more than 1,000 kgs.	150.00
1,001 but not more than 5,000 kgs.	170.00
5,001 but not more than 10,000 kgs.	210.00
10,001 but not more than 50,000 kgs.	320.00
50,001 kgs.	430.00
II. Pyrolyxin:	
10 to 50 kgs.	30.00
51 to 200 kgs.	60.00
201 to 500 kgs.	120.00
501 to 1,000 kgs.	210.00
1,000 to 3,000 kgs.	415.00
3,001 to 10,000 kgs.	700.00
10,001 kgs.	1,400.00
Matches:	
25 to 100 kgs.	30.00



101 to 500 kgs.	140.00
501 to 1,000 kgs.	300.00
1,001 to 5,000 kgs.	600.00
5,001 kgs.	900.00
Nitrate, phosphorous, bromine, sodium, picric acid, and hazardous, explosive, corrosive, oxidizing and lachrymatory properties:	
15 to 25 kgs.	30.00
26 to 100 kgs.	45.00
101 to 500 kgs.	110.00
501 to 1,000 kgs.	210.00
1,001 to 5,000 kgs.	315.00
5,001 kgs.	415.00
Shredded combustible materials such as wood Shavings(kusot), waste (estopa), sisal, oakum, and other similar	
combustible shaving and fine materials:	
50 to 100 cu.ft.	30.00
101 to 500 cu.ft.	85.00
501 to 1,000 cu.ft.	130.00
1,001 to 2,500 cu.ft.	210.00
2,501 cu.ft.	315.00
Tariresin, waxes, copra, rubber coal, bituminous coal, and	
Similar combustible materials:	
50 to 100 kgs.	35.00
101 to 1000 kgs.	70.00
1001 to 5,000 kgs.	130.00
5,001 kgs.	210.00

Newly Started Business

For a newly started business falling above, the tax shall be fixed by the quarter. The initial tax for the quarter in w/c the business starts to operate shall be one half (1/2) of one tenth (1/10) of one percent (1%) of the capital investment, but in case shall it be less than the minimum provided therefore by the pertinent schedule.



➤ However, in the succeeding quarter or quarters, in case of business opens before the last quarter of the year, the tax shall be based on gross sales/receipts for the preceding quarter at the rate of one half (1/2) of the annual rates fixed in the pertinent schedules of above business tax, as the case may be. In the succeeding years regardless of when the business started to operate, the preceding calendar year, or any fraction thereof, as provided in the pertinent schedule.

FEES & CHARGES

On the operation of business

On the operation of business	1
	TAX PER ANNUM
1. Dealers in the fermented liquors, distilled spirits and/or	
wines, except for wine house/cellars	
a. Wholesale dealers in foreign liquor	2,000.00
b. Retailer dealers in foreign liquor	1,300.00
c. Wholesale dealers in domestic liquor	1,000.00
d. Retail dealers in domestic liquor	750.00
e. Wholesale dealers in fermented liquor	1,200.00
f. Retail dealers in fermented liquor	600.00
g. Wholesale dealers in vino liquor	300.00
h. Retail dealers in vino liquor	200.00
i. Retail dealers in tuba, basi and/or tapuy	150.00
j. Wholesale peddlers of distilled, manufactured or fermented liquor	500.00
k. Retail peddlers of distilled, manufactured or fermented liquor	300.00
I. Servers of fermented liquor and local wines	700.00
m. Servers of all kind of liquor	1,200.00
n. Servers of native or local wines only	500.00
2. Dealers in tobacco	
a. Retail leaf tobacco dealers	300.00
b. Wholesale leaf tobacco dealers	400.00
c. Retail tobacco dealers	200.00
d. Wholesale tobacco dealers	400.00
e. Retail peddlers of tobacco	130.00
3. Owners or operators of amusement places/devices	
a. Night clubs/ day clubs	12,000.00



b. Super clubs, cocktail lounges, bar disco-houses, beer	
gardens and other similar establishment	5,000.00
c. Cabarets, dance halls or dancing pavilion	3,000.00
d. Social clubs/voluntary associations or organizations	2,000.00
e. skating rinks	3,000.00
f. Bath houses, resort and the like per establishment	3,000.00
g. Steam baths, sauna baths and the like, per establishment	8,000.00
h. Billiard halls/ pool halls per table	150.00
i. Bowling establishment	5,000.00
j. Circuses, carnivals, fun houses and the like	5,000.00
k. Merry-go-around, roller coasters, Ferris wheel, or similar contrivances and rivance or booth	300.00
I. Theaters and cinema houses	
Air-Conditioned	5,000.00
Non air-conditioned	3,500.00
Itinerant operators	300.00/day
m. Boxing arena, auditoriums, gymnasium, concert halls, or establishment	5,000.00
n. Race track establishment	4,000.00
o. Pelota/tennis/squash courts, per court	300.00
p. Jai-alai and/or coliseum establishment	10,000.00
q. Off-track or off-fronton betting stations per station	3,000.00
r. Amusement devices, per device	200.00
s. Mahjong per table	700.00
 Financial institutions and/or lending institution, pawnshop, banks, Insurance co. and loan associations, investment co., per establishment. 	
Main Office	7,000.00
Per Branch	5,000.00
Money shops, per establishment	3,000.00
5. Dealers in securities including foreign exchange dealers	3,000.00
6. Educational life/memorial plans:	
Principal Office	4,000.00
Per branch/agency	3,000.00
7. Subdivision operators	3,000.00
8. Private cemeteries/memorial parks	10,000.00



9. Boarding/lodging houses	2,000.00
10. Dancing schools/judo, karate schools/driving schools/EDP,	
etc.	2,000.00
11. Nursery, vocational and other schools regulated by the	
DECS	3,000.00
12. Driving ranges	4,000.00
13. Golf links	3,000.00
14. Mini-Golf links	1,500.00
15. Polo grounds	4,000.00
16.Cockpit	8,000.00
The following permit fees shall be paid by the private detective	
or security agency, and personal guards or watchmen:	
Agency (Local Office)	600.00
Each detective/guard or watchman	60.00

On other activities

On other activities	
	TAX PER ANNUM
1. On delivery trucks or vans to be paid by the manufactures,	
producers of and dealer in any products regardless trucks or	
vans	340.00
2. For maintaining window/ display window office	400.00
3. Promoters, sponsors or talent scouts	1,000.00
4. For holdings stage shows or floor/fashion Shows payable by	
the operator	2,000.00
5. For Maintaining the office of such as Liaison Office,	
administrative office and or similar office, with an area as	
follows:	
400 sq.m. Or more	1,500.00
300 sq.m. Or more but less than 400 sq.m.	1,000.00
200 sq.m. Or more but less than 300 sq.m.	800.00
100 sq.m. Or more but less than 200 sq.m.	600.00
50 sq.m. Or more but less than 100 sq.m.	400.00
Less than 50 sq.m.	300.00
6. For operating private ware house or Bodega of wholesalers	
/retailers and Exporters except those which business is	
licensed in the locality where such Bodega is located.	1,500.00
7. Cold Storage	600.00
8. Refrigeration Cases	300.00



9. Lumber Yard:	
Class A lumber yard more than 2,000 sq.m.	3,000.00
Class B 1,501 to 2,000 sq.m.	2,000.00
Class C 1,001 to 1,500 sq.m.	1,500.00
Class D 500 to 1,000 sq.m.	700.00
Class E less than 500 sq.m.	500.00
Class F without a yard but with To keep already sawn lumber	
and with office to accept order	300.00
10. Car Exchange on consignment basis	3,000.00
11. Storage and sale of flammable or explosive substances	350.00
12. Peddlers expect peddlers of Tobacco and Liquor	300.00
13. Signboards, billboards and other forms of advertisement	300.00
14. House to house promotional sales per salesman/ saleslady	30.00/day
15. Film shootings on location per day	1,000.00
16, Gun Clubs	1,500.00
17. Judo-karate clubs	1,000.00
18. Terminal garage for buses, taxi, and other utility vehicles except those used for house garage	
1. With an area of 1,000 sq.m. Or more	7,000.00
2. With an area of 700 sq.m. Or more but less than 1,000 sq.m.	5,000.00
3. With an area of 500 sq.m. Or more but less than 700 sq.m.	4,000.00
With an area of 300 sq.m. Or more but less than 500 sq.m.	3,000.00
5. With an area of less than 300 sq. M.	1,000.00

On the Nature of the Business

	TAX PER ANNUM
1. Manufactures/Producers:	
(Factory & Office situated in Pasay City: Producing or Manufacturing;)	
a. Flammable, combustible or explosive substance	10,000.00
b. Non-flammable or non-explosive substance	8,000.00
c. Assorted non-perishable and dry goods	6,000.00



4,000.00
8,000.00
10,000.00
7,500.00
5,500.00
3,500.00
8,000.00
5,500.00
3,500.00
2,500.00

Exporter

	TAX PER ANNUM
A. (Office and warehouse situated in Pasay): exporting	
Flammable, combustible or explosive substance	10,000.00
2. Non-flammable or non-explosive substance	7,500.00
Assorted non-perishable and dry goods	
merchandise or articles	5,500.00
4. Consumable, perishable including refrigerated	
goods	3,500.00



B. Warehouse situated in Pasay, Office situated elsewhere; exporting;	
1. Flammable, combustible or explosive substance	7,500.00
Non-flammable, non-combustible substances	6,000.00
Assorted non-perishable and dry & dry goods, merchandise or articles	3,500.00
Manufacturers and producers of cigars and cigarettes including Distillers, Rectifiers, Repackers of wines and compounders spirits or wines and brewers or fermented liquors:	
Factory and Office situated in Pasay	10,000.00
2. Factory situated in Pasay, office is situated	
elsewhere	7,500.00
	7,500.00 5,500.00

Other small retailers:

	TAX PER ANNUM
Candys Stands: newspaper and magazines stand; peanuts;	
fruits	
and vegetables stands	500.00
1. Sari-sari store - Main St.	500.00
Sari-sari store- Interior	100.00
2. Retailer Fish and seafood's, Meat & Pork Dealers	700.00
3. Retailer Rice and corn	400.00
4. Retailer Poultry products	400.00
5. Restaurant & Eateries, Soda Fountains, Bars, Carenderias &	
Independent eateries:	
a. Restaurant & eateries Offering to the Public International	
meals or	
menu	5,000.00
b. Restaurant & eateries offering to the Public Native meals or	
Menu	4,000.00
c. Restaurant & Eateries offering to the Public regular & special	
meals including foods already cooked & served at price	2,000.00
d. Ice-cream parlors, soda Fountains, Bars & others Restaurant	1,000.00



parlors	
e. Cafes & Cafeteria	800.00
f. Independent Eateries	500.00
g. Carinderia	300.00

Service Establishments:

Service Establishments:	TAV DED ANNUIA
	TAX PER ANNUM
A. General building contractor as	
Classified by contractors accreditation board:	
Class A	4,000.00
Class B	3,000.00
Class C	2,000.00
B. Building maintenance Contractors demolition; filling & salvage contractors, Electrical light or gas system installer of engineering (General and specialty contractors; or operation of heavy equipment; light bulldozers & tractor, who make them available to other considerations; landscaping contractor, interior decorating services, janitorial services, saw mill under contract saw Or cut log belongings to other	
towing services; installation of water system.	4,000.00
C. Advertising agencies, booking offices, for the film exchange; booking offices for transportations or commission basic business management services; cinematographic film owners lessor or distributors commercial or immigration service's custom brokerages feasibility studies; consultancy services; insurances agencies; adjusters/brokerages management consultant not subject to occupation tax: mercantile agencies; messengerial services; real estate brokerage; shipping agencies; travel agencies	3,000.00
D. Gasoline services/ Filling stations;	
1. Having an area of 1,500 sq.m. Or more	4,000.00
2. Having an area of 1,000 but less than 1,500 sq.m.	2,000.00
3. Having an area of 1,000 or less	2,000.00
4. Curbs pumps & filling Stations	1,000.00
Services stations waxing & greasing motor vehicles	200.00
E. Smelting Plants	
1. Principal offices and plant situated in Pasay	6,000.00
2. Plant in Pasay, principal office situated elsewhere	4,000.00



3. Principal office situated in Pasay plant situated elsewhere	3,000.00
F. Steam Laundry	3,000.00
G. Video coverage	2,000.00
H. Stevedoring Services (office only)	2,000.00
I. Watch Repair Center exclusively manufactured watches	2,000.00
J. Business agent	1,500.00
K. Ordinary watch repair shop	300.00
L. Plant, maintenance or Rent-a-plant offering to rent	1,500.00
M. Stable for racing horses:	
1. For the first Stable	500.00
2. For every stable Thereafter	300.00
N. Rental of video tapes, Furniture's, sound system, etc.	1,000.00
Rent-a-car	4,000.00
O. Parking Area :	
1. Less than 300 sq.m.	400.00
2. 300 sq.m. Or more but less than 500 sq.m.	600.00
3. 500 sq.m. Or more but less than 1,000 sq.m.	1,000.00
4. 1,000 sq.m. Or more but less than 2,000 sq.m.	2,500.00
5. 2,000 sq.m. Or more	4,500.00
P. Escort Services	2,000.00
Q. Warehouse or Bodegas;	
1. Less than 50 sq.m.	700.00
2. 50 sq.m. Or more but less than 100sq.m.	1,000.00
3. 100 sq.m. Or more but less than 2000 sq.m.	2,500.00
R. Stock market	10,000.00
S. Stock brokers with trading seats in a stock Exchange Situated in This city	2,000.00
T. Stocks broker with trading seats in a stock exchange Situated elsewhere	600.00
U. Gold and Silversmiths	600.00
V. Lathe Machines	600.00
W. Funeral Services:	
Funeral Establishment Owning and maintaining Memorial Parks	4,000.00
2. Independent Funeral Services	2,000.00
X. Medical & Dental Laboratories:	



Assaying Laboratories	400.00
2. Veterinary Clinic	500.00
aa. School for polo players and/or horseback riding academy	600.00
bb. Slendering and body, Building saloons, Massages and therapeutic Clinic	4,000.00
cc. Animal Hospital	4,000.00
dd. Recruitment or job placement services	3,000.00
ee. Motor repairs and painting shops; perm press; dying establishment	3,000.00
ff. Photographic studio, Sophisticated photographic Equipment	1,000.00
gg. Ordinary photographic studios	500.00
hh. Silk screen of t-shirts	100.00
ii. Shoe shine stands	100.00
jj. Vaciador shops	100.00
kk. Bicycle rentals	500.00
Other independent contractor (Juridical or natural not included among those subject to occupational tax	500.00
mm. Inspection services for incoming & outgoing cargoes	3,000.00
nn. Indentors	2,000.00
oo. Lighterage services	2,000.00
pp. Lithographers	2,000.00
qq. Mine drills	2,000.00
rr. Recopying or duplicating Services like plastic lamination,	
Photo static white/blue printing, Xerox, typing	
mimeographing services:	
For the first recopying or duplicating machine	300.00
For every duplicating or recopying machine thereafter	200.00
3. Plastic lamination or Mimeo graphic machine	400.00
4. Photo static and blue printing Machine	700.00
5. Xerox machine	200.00
6. Typing Services (manual)	100.00
7. Typesetting services	600.00
ss. Roasting pigs & fowls	500.00
tt. Shipyard for repairing of ships (office only)	3,000.00



uu. Tailor shops, dress shops:	
For the first sewing machine	200.00
For every sewing machine thereafter	100.00
vv. Beauty Parlors	
1. For the first beauty	300.00
For every beauty parlor equipment thereafter	200.00
3. Beauty Parlor without equipment	100.00
ww. Wood carving shops	500.00
xx. Hatters and millines shops	500.00
yy. Barber shops:	
For the first tonsorial seat	300.00
2. for every tonsorial thereafter	200.00
aaa. Upholstery shops	400.00
bbb. Vulcanizing shops	300.00
ccc. Tire recapping plants	3,000.00
ddd. Real estate Developers	3,000.00

On Owners or Operators of:

	TAX PER ANNUM
Amusement vending devices:	
1. Each Jukebox machine	300.00
2. Each machine or apparatus of visual entertainment	150.00
3. Each apparatus for weighing persons	100.00
Each machine for dispensing or vending soft drinks and any articles	300.00
5. Each Machine or apparatus for printing letters or numbers	200.00
Each similar device for vending games of skills or family computer	200.00
7. For each coin operated amusement machine or apparatus	500.00
8. Printing Press	500.00
9. Publishers	600.00
10. Both (printing &publishers)	1,000.00
11. Grocery	700.00
12. General merchandise	700.00



On Owners or Operators of:

	TAX PER ANNUM
Hotels, as classified by the government authority:	
a. Hotel de Luxe	9,000.00
b. Hotel first class	8,000.00
c. Hotel Standard	5,000.00
d. Hotel Economy	3,000.00
e. Apartelle (combination of a hotel and apartment)	4,000.00
f. Pension house	3,000.00
Real Estate Dealers;	
a. Subdivision operators	5,000.00
b. Other real estate dealers	3,000.00
Real Estate Lessors:	
a. Commercial Buildings :	
1. Less than three (3) stories	2,000.00
2. Three (3) stories or more but less than ten (10) stories	4,000.00
3. Ten (10) stories or more	5,000.00
b. Residential Building:	
1. Less than three (3) stories	700.00
2. Three (3) stories or more but less than ten (10) stories	3,000.00
3. Ten (10) stories or more	5,000.00
Commercial Apartment:	
1. Less than 3 doors	400.00
2. Three (3) doors or more but less than ten (10) doors	700.00
3. Ten (10) doors or more	3,000.00
4. House for rent with garage and/or swimming pools	3,000.00
5. House for rent without garage or swimming pools	2,500.00
6. House for rent with common kitchen and comfort	,
facilities	500.00
7. Boarding House	700.00
8. Lodging House	500.00
Boarding and Lodging House	2,000.00
Privately Owned Public Market 1. For the first ten (10) stalls 2. For the next number of stalls	3,000.00 300.00/stall



Privately Owned Super Markets	
Class A	10,000.00
Class B	7,000.00
Class C	4,000.00
All occupations or calling subject to periodic inspection, surveillages and/ or regulations by the City Mayor Shall pay an Annual Fee of:	
a. Hospitality girls, Hostesses, attendants, Taxi-dancers, bartenders, club floor managers	100.00
b. Receptionist, waiters, waitresses, cooks, chambermaids	60.00
c. Barbers, beauticians, butchers, forensic experts, animal trainers, Timer, bondman, criminologist, electricians, fortune tellers, hair stylist, hand writing experts, hospital attendants, life guards, make-up artists, mechanics, photographers, (iteneract), private ballistic expert rig drivers, (cochero), plumbers, sales ladies	
or calling of the same or similar category etc.	40.00

Mayor's Permit Fees for Newly Started Business

➤ Shall be 1/10 of One percent (1%) of the capital investment. Provided, that, on business with principal offices maintaining or operations branch or sales office the following permit fees per branch shall be composed:

With Capital of:	Principal Offices With this City	Principal Offices Outside this City
Below P 1 Million or over	P 200.00/branch	P 300.00/branch
P 1 Million or over but less than P 10 million	400.00/branch	500.00/branch
P 10 Million or over but less than P 50 Million	700.00/branch	800.00/branch
P 50 Million or over	1,000.00/branch	1,200.00/branch

Sanitary inspection Fee

Every owner, operator of business, industrial, commercial, or agricultural establishment, accesoria, building or house for rent shall secure sanitary certificate or permit for the purpose of supervision and enforcement of existing rules and regulations on sanitation and safety of the public



LINE OF BUSINESS	TAX PER ANNUM
A) Airline and/or shipping companies	1,000.00
B) Financial institutions such as banks, pawnshops, money	
shops, insurance company dealers, securities and dealers	
Main Office	700.00
Every branch thereof	500.00
C) Gasoline services/filling stations	1,000.00
D) Private hospitals, animal hospital	1,500.00
E) Medical/Dental clinic	700.00
F) Dwellings and spaces for rent;	
Hotels per room accommodation	100.00
2. Building per office/ residential space	80.00
Apartelles, pensions, drive-inns motel, per room accommodation	50.00
4. Commercial apartments, per space/unit	80.00
5. Residential apartment, per space/unit	50.00
Dormitories, lodging or boarding houses, per boarder accommodation	50.00
7. Residential houses for rent per house;	
a) With garage and/or swimming pools	500.00
b) Without garage and/or swimming pools	300.00
c) With rooms occupied by different tenants with	
common kitchen and/or comfort facilities	200.00
G) Institutions of learning, per room teaching	50.00
H) Media facilities	50.00
Telegraphs, teletypes, cable and wireless communication companies	
Main Office	700.00
Branch office	400.00
J) Telephone, electrical and power companies	
Main Office	1,000.00
Every branch	400.00
Telephone/electric power plant	400.00
K) Administrative office, display office and/or offices of professionals	100.00
L) Peddlers	30.00



M) Lending investors	400.00
N) All other business, industrial, commercial, agricultural establishments	
not specifically mentioned above:	
With an area of 1,000 sq.m or more	700.00
500 or more but less than 1,000 sq.m	600.00
200 or more but less than 500 sq.m	500.00
100 or more but less than 200 sq.m	400.00
50 or more but less than 100 sq.m	300.00
25 or more but less than 50 sq.m	200.00
Less than 25 sq.m	100.00

Garbage Service Charge Rate

	TAX PER ANNUM
For every floor of building where the business is located with	
an aggregate area of;	
1,000 sq.m. or more	2,000.00
500 sq.m. or more but less than 1,000 sq.m.	1,500.00
200 sq.m. or more but less than 500 sq.m.	1,000.00
100 sq.m. or more but less than 200 sq.m.	800.00
50 sq.m. or more but less than 100 sq.m.	600.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	200.00

1) Manufacturer, producers, and processors;	
Factory with an aggregate area of	
1,000 sq.m. or more	7,000.00
500 sq.m. or more but less than 1,000 sq.m.	5,000.00
200 sq.m. or more but less than 500 sq.m.	3,500.00
100 sq.m. or more but less than 200 sq.m.	2,300.00
50 sq.m. or more but less than 100 sq.m.	2,000.00
25 sq.m. or more but less than 50 sq.m.	600.00
Less than 25 sq.m	350.00
2) Principal/branch or sales office with and aggregate area of	
Factory in within same locality:	
1,000 sq.m. or more	3,000.00



500 sq.m. or more but less than 1,000 sq.m.	2,500.00
200 sq.m. or more but less than 500 sq.m.	1,500.00
100 sq.m. or more but less than 200 sq.m.	1,000.00
50 sq.m. or more but less than 100 sq.m.	800.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	150.00
Factory outside the locality:	
1,000 sq.m. or more	3,000.00
500 sq.m. or more but less than 1,000 sq.m.	2,300.00
200 sq.m. or more but less than 500 sq.m.	1,800.00
100 sq.m. or more but less than 200 sq.m.	1,300.00
50 sq.m. or more but less than 100 sq.m.	1,000.00
25 sq.m. or more but less than 50 sq.m.	500.00
Less than 25 sq.m	150.00
Exporter/importer	2,000.00
3) Brewers, distillers, compounders & eating	
with an aggregate area of	
1,000 sq.m. or more	6,500.00
500 sq.m. or more but less than 1,000 sq.m.	4,500.00
200 sq.m. or more but less than 500 sq.m.	3,300.00
100 sq.m. or more but less than 200 sq.m.	2,200.00
50 sq.m. or more but less than 100 sq.m.	1,800.00
25 sq.m. or more but less than 50 sq.m.	800.00
Less than 25 sq.m	350.00
4) Carenderia	200.00
5) Owner or operator of business establishment rendering Services Business offices of general contractor (Bldg Specially Engineering) manpower service/employment agencies with <i>An aggregate area of:</i>	
1,000 sq.m. or more	4,000.00
500 sq.m. or more but less than 1,000 sq.m.	3,000.00
200 sq.m. or more but less than 500 sq.m.	2,500.00
100 sq.m. or more but less than 200 sq.m.	1,600.00
50 sq.m. or more but less than 100 sq.m.	800.00
25 sq.m. or more but less than 50 sq.m.	400.00
Less than 25 sq.m	150.00



	TAX PER ANNUM
Other contractors/business establishment engaged in rendering	
services, printers and publishers with an aggregate	
area of:	
1,000 sq.m. or more	7,000.00
500 sq.m. or more but less than 1,000 sq.m.	4,000.00
200 sq.m. or more but less than 500 sq.m.	3,000.00
100 sq.m. or more but less than 200 sq.m.	2,500.00
50 sq.m. or more but less than 100 sq.m.	1,600.00
25 sq.m. or more but less than 50 sq.m.	800.00
Less than 25 sq.m	200.00
Independent wholesalers, dealers, distributors, repackers & retailers with an aggregate area of:	
1,000 sq.m. or more	5,500.00
500 sq.m. or more but less than 1,000 sq.m.	4,300.00
200 sq.m. or more but less than 500 sq.m.	2,800.00
100 sq.m. or more but less than 200 sq.m.	2,300.00
50 sq.m. or more but less than 100 sq.m.	1,000.00
25 sq.m. or more but less than 50 sq.m.	700.00
Less than 25 sq.m	150.00
6) Air craft and watercraft companies	
Main Office	6,000.00
For every branch office	3,000.00
7) Amusement places	
Amusement centers and establishment w/ coin operated machines, appliances, amusement rides and shooting galleries, sideshow booths and other similar establishment with contrivances for the amusement of customers per	20.00
contrivance	20.00
a. Billiard and or pool halls per table	15.00
b. Bowling establishment	00.00
Automatic per lane	30.00
Non-Automatic per lane	20.00
c. Casinos	1,500.00
d. Circuses, carnivals & the likes	400.00
e. Cockpits	800.00
f. Mahjong per table	30.00



g. Golf links &/or ranges	600.00
h. Gymnasium	80.00
i. Membership clubs, association or organization	
Serving foods, drinks & lodging facilities	600.00
Serving foods, drinks w/out lodging facilities	300.00
j. Night/day clubs, discos and other similar establishment	
Night Clubs	880.00
Day clubs	500.00
Cocktail lounge, bars, beer garden discos & karaoke	300.00
Cabarets/dance halls	250.00
k. Race tracks, jai-alai, fronton, coliseum, similar establishment	750.00
For every off-tracks and/or off-fronton betting center	150.00
I. Resort or other similar establishment	150.00
m. Sauna bath & massage clinic per cubicles	50.00
n. Skating rink	150.00
o. Studios, sports complexes	400.00
p. Theaters or cinemas with seating capacity of	
More than 2,000 persons	450.00
More than 500 to 2,000 persons	300.00
Less than 500 persons	150.00
q. Pelota courts, tennis courts & other similar nature	40.00
8) Electric and power companies	
Main Office and/or each power plant	1,800.00
Every branch office thereof	750.00
9) Financial institution	
1. Banks	
a) Commercial bank (main office)	750.00
every branch thereof	225.00
b) Savings bank (main office)	300.00
every branch thereof	75.00
c) Rural banks	150.00
Savings & loan association, insurance companies, pawnshop	
a) Main office	300.00



3. Financial and/or lending investors establishment, money shops a) Main office b) Every branch thereof 75.00 10) Gasoline services/filling stations 1. Having an area of 1,500 sq. mtrs. Or more 2. Having an area of 1,500 sq. mtrs. Or more 2. Having an area of 1,000 sq. mtrs. Or less 1. Having an area of 1,000 sq. mtrs. Or less 150.00 4. Curfs pumps and selling station 112.00 11) Private hospitals and medical clinics with bed capacity of 1. More than 500 persons 2. 301 to 500 persons 3. 151 to 300 persons 540.00 4. 101 to 150 persons 5. 76 to 100 persons 5. 76 to 100 persons 315.00 6. 51 to 75 persons 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 2. 30,000 or more but less than 50,000 students 75.00 4. 10,000 or more but less than 10,000 students 5. 5,000 or more but less than 10,000 students 75.00 7. Below 300 students 75.00 7. Below 300 students	b) Every branch thereof	75.00
a) Main office b) Every branch thereof 75.00 10) Gasoline services/filling stations 1. Having an area of 1,500 sq. mtrs. Or more 2. Having an area of more than 1,000 but less 1,500sq. mtrs. 187.00 3. Having an area of 1,000 sq. mtrs. Or less 150.00 4. Curfs pumps and selling station 112.00 11) Private hospitals and medical clinics with bed capacity of 1. More than 500 persons 750.00 2. 301 to 500 persons 630.00 3. 151 to 300 persons 630.00 4. 101 to 150 persons 5. 76 to 100 persons 75.00 6. 51 to 75 persons 75.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 2. 30,000 or more but less than 30,000 students 75.00 4. 10,000 or more but less than 20,000 students 75.00 6. 5,000 or more but less than 10,000 students 75.00 6. 1,000 or more but less than 5,000 students 75.00 6. 1,000 or more but less than 5,000 students	3. Financial and/or lending investors establishment,	
b) Every branch thereof 75.00	money shops	
10) Gasoline services/filling stations 1. Having an area of 1,500 sq. mtrs. Or more 2. Having an area of more than 1,000 but less 1,500sq. mtrs. 3. Having an area of 1,000 sq. mtrs. Or less 150.00 4. Curfs pumps and selling station 112.00 11) Private hospitals and medical clinics with bed capacity of 1. More than 500 persons 750.00 2. 301 to 500 persons 630.00 3. 151 to 300 persons 540.00 4. 101 to 150 persons 5. 76 to 100 persons 5. 76 to 100 persons 6. 51 to 75 persons 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 2. 30,000 or more but less than 50,000 students 75.00 4. 10,000 or more but less than 20,000 students 5. 5,000 or more but less than 20,000 students 75.00 6. 1,000 or more but less than 5,000 students 75.00 6. 1,000 or more but less than 5,000 students	a) Main office	300.00
1. Having an area of 1,500 sq. mtrs. Or more 225.00 2. Having an area of more than 1,000 but less 1,500sq. mtrs. 187.00 3. Having an area of 1,000 sq. mtrs. Or less 150.00 4. Curfs pumps and selling station 112.00 11) Private hospitals and medical clinics with bed capacity of 750.00 1. More than 500 persons 750.00 2. 301 to 500 persons 630.00 3. 151 to 300 persons 540.00 4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning 150.00 Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1,200.00 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 20,000 students 675.00 4. 10,000 or more but less than 10,000 students 225.00 6. 1,000 or more but less than 5,000 students 75.00	b) Every branch thereof	75.00
2. Having an area of more than 1,000 but less 1,500sq. mtrs. 187.00 3. Having an area of 1,000 sq. mtrs. Or less 150.00 4. Curfs pumps and selling station 112.00 11) Private hospitals and medical clinics with bed capacity of 750.00 1. More than 500 persons 750.00 2. 301 to 500 persons 630.00 3. 151 to 300 persons 540.00 4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning 150.00 Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1,200.00 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 20,000 students 675.00 4. 10,000 or more but less than 10,000 students 225.00 5. 5,000 or more but less than 5,000 students 75.00	10) Gasoline services/filling stations	
mtrs. 187.00 3. Having an area of 1,000 sq. mtrs. Or less 150.00 4. Curfs pumps and selling station 112.00 11) Private hospitals and medical clinics with bed capacity of 750.00 1. More than 500 persons 750.00 2. 301 to 500 persons 630.00 3. 151 to 300 persons 540.00 4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning 150.00 Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1,200.00 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 10,000 students 225.00 6. 1,000 or more but less than 5,000 students 75.00	1. Having an area of 1,500 sq. mtrs. Or more	225.00
4. Curfs pumps and selling station 11) Private hospitals and medical clinics with bed capacity of 1. More than 500 persons 2. 301 to 500 persons 3. 151 to 300 persons 4. 101 to 150 persons 540.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 225.00 Animal hospital and others 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 2. 30,000 or more but less than 50,000 students 375.00 4. 10,000 or more but less than 20,000 students 5. 5,000 or more but less than 10,000 students 75.00 6. 1,000 or more but less than 5,000 students 75.00 6. 1,000 or more but less than 5,000 students	1	187.00
4. Curfs pumps and selling station 112.00 11) Private hospitals and medical clinics with bed capacity of 750.00 1. More than 500 persons 750.00 2. 301 to 500 persons 630.00 3. 151 to 300 persons 540.00 4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1,50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3,20,000 or more but less than 20,000 students 675.00 4. 10,000 or more but less than 20,000 students 375.00 5,5,000 or more but less than 5,000 students 75.00	3. Having an area of 1,000 sq. mtrs. Or less	150.00
11) Private hospitals and medical clinics with bed capacity of 1. More than 500 persons 750.00 2. 301 to 500 persons 630.00 3. 151 to 300 persons 540.00 4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning 150.00 Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1,200.00 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 10,000 students 225.00 5. 5,000 or more but less than 5,000 students 75.00		112.00
1. More than 500 persons 750.00 2. 301 to 500 persons 630.00 3. 151 to 300 persons 540.00 4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning 150.00 Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1,200.00 2. 30,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 20,000 students 375.00 5. 5,000 or more but less than 5,000 students 75.00	• • • • • • • • • • • • • • • • • • • •	
2. 301 to 500 persons 630.00 3. 151 to 300 persons 540.00 4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning 150.00 Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1,200.00 2. 30,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 20,000 students 375.00 5. 5,000 or more but less than 5,000 students 75.00	· · · · · · · · · · · · · · · · · · ·	750.00
3. 151 to 300 persons 540.00 4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 20,000 students 375.00 5. 5,000 or more but less than 10,000 students 75.00	·	630.00
4. 101 to 150 persons 375.00 5. 76 to 100 persons 315.00 6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning 150.00 Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1,200.00 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 20,000 students 375.00 5. 5,000 or more but less than 5,000 students 75.00	·	540.00
6. 51 to 75 persons 225.00 7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 975.00 3. 20,000 or more but less than 30,000 students 675.00 375.00 5. 5,000 or more but less than 10,000 students 225.00 75.00 6. 1,000 or more but less than 5,000 students 75.00	4. 101 to 150 persons	375.00
7. 25 to 50 persons 120.00 8. Less than 25 persons 75.00 Animal hospital and others 150.00 12) Institution of learning 150.00 Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1.50,000 students or more 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 20,000 students 375.00 5. 5,000 or more but less than 10,000 students 225.00 6. 1,000 or more but less than 5,000 students 75.00	5. 76 to 100 persons	315.00
8. Less than 25 persons Animal hospital and others 150.00 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 2. 30,000 or more but less than 50,000 students 3. 20,000 or more but less than 30,000 students 4. 10,000 or more but less than 20,000 students 5. 5,000 or more but less than 10,000 students 225.00 6. 1,000 or more but less than 5,000 students	6. 51 to 75 persons	225.00
Animal hospital and others 12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 1,200.00 2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 20,000 students 5,000 or more but less than 10,000 students 6. 1,000 or more but less than 5,000 students 75.00	7. 25 to 50 persons	120.00
12) Institution of learning Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 2. 30,000 or more but less than 50,000 students 3. 20,000 or more but less than 30,000 students 4. 10,000 or more but less than 20,000 students 5. 5,000 or more but less than 10,000 students 6. 1,000 or more but less than 5,000 students 75.00	8. Less than 25 persons	75.00
Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 2. 30,000 or more but less than 50,000 students 3. 20,000 or more but less than 30,000 students 4. 10,000 or more but less than 20,000 students 5. 5,000 or more but less than 10,000 students 6. 1,000 or more but less than 5,000 students 75.00	Animal hospital and others	150.00
Private universities, colleges, schools or educational or vocational institution based on the total semestral enrollment as follows: 1. 50,000 students or more 2. 30,000 or more but less than 50,000 students 3. 20,000 or more but less than 30,000 students 4. 10,000 or more but less than 20,000 students 5. 5,000 or more but less than 10,000 students 6. 1,000 or more but less than 5,000 students 75.00		
2. 30,000 or more but less than 50,000 students 975.00 3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 20,000 students 375.00 5. 5,000 or more but less than 10,000 students 225.00 6. 1,000 or more but less than 5,000 students 75.00	Private universities, colleges, schools or educational or vocational institution based on the total semestral	
3. 20,000 or more but less than 30,000 students 675.00 4. 10,000 or more but less than 20,000 students 375.00 5. 5,000 or more but less than 10,000 students 225.00 6. 1,000 or more but less than 5,000 students 75.00	1. 50,000 students or more	1,200.00
4. 10,000 or more but less than 20,000 students 375.00 5. 5,000 or more but less than 10,000 students 225.00 6. 1,000 or more but less than 5,000 students 75.00	2. 30,000 or more but less than 50,000 students	975.00
5. 5,000 or more but less than 10,000 students 225.00 6. 1,000 or more but less than 5,000 students 75.00	3. 20,000 or more but less than 30,000 students	675.00
6. 1,000 or more but less than 5,000 students 75.00	4. 10,000 or more but less than 20,000 students	375.00
·	5. 5,000 or more but less than 10,000 students	225.00
7. Below 300 students 37.50	6. 1,000 or more but less than 5,000 students	75.00
	7. Below 300 students	37.50



Garbage service fees on multiple business

Where there are two or more kinds of business subject to the garbage service fees, conducted in the same place or place or establishment by the same owner or operator, the charges by the same owner or operator, the charges to be collected shall be that which has the highest rate among the business concerned plus twenty five percent (25%) thereof, provided that the total garbage fee shall not exceed seven thousand two hundred pesos (P7,200.00) per annum

Newly Established Business

Computed proportionately to the quarterly charge

147. Payment of Community Tax Certificate (CTC)

Individuals who are residents of Pasay City should pay at the City Treasurer's Office the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area.

City Treasurer's O	City Treasurer's Office (CTO)			
Simple				
G2C – Government to Citizen; G2G – Government to Government;				
G2B – Governmer	nt to Business			
18 Years Old & ab	ove			
QUIREMENTS		WHERE TO SE	CURE	
mmunity Tax				
ificate Tax Form	CTO			
rm	Client who is 18 years old and above			
ntification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,			
	LTO			
AGENCY	FEES TO	PROCESSING	PERSON	
ACTIONS	BE PAID	TIME	RESPONSIBLE	
 Collect payment 	Please refer	5 Minutes	Business Tax Tellers	
and issue	to the		5 – 12	
CTC form to the Community Tax			(CTO)	
assigned teller at Certificate				
(CTC).				
	Simple G2C – Governmer G2B – Governmer 18 Years Old & ab EQUIREMENTS mmunity Tax Ificate Tax Form rm ntification Card AGENCY ACTIONS I. Collect payment and issue Community Tax Certificate	G2C – Government to Citizen; G2 G2B – Government to Business 18 Years Old & above QUIREMENTS munity Tax Ifficate Tax Form Client who is 1 BIR, Post Office LTO AGENCY ACTIONS I. Collect payment and issue Community Tax Certificate Computation below	Simple G2C – Government to Citizen; G2G – Government G2B – Government to Business 18 Years Old & above EQUIREMENTS WHERE TO SECUREMENTS Interpretation Card Client who is 18 years old and a notification Card Card Card Card Card Card Card Card	



the fees due.			
	TOTAL:	5 Minutes	

DATE OF	CEDULA (CTC)
ISSUANCE	UNEMPLOYED
JANUARY	PHP 20.00
FEBRUARY	PHP 20.00
MARCH	PHP 21.20
APRIL	PHP 21.60
MAY	PHP 22.00
JUNE	PHP 22.40
JULY	PHP 22.80
AUGUST	PHP 23.20
SEPTEMBER	PHP 23.60
OCTOBER	PHP 24.00
NOVEMBER	PHP 24.40
DECEMBER	PHP 24.80

COMMUNITY TAX CERTIFICATE (EMPLOYED) – Annual basic tax of PHP 5.00 plus PHP 1.00 for every PHP 1,000.00, but in no case shall the additional tax exceed PHP 5,000.00

COMMUNITY TAX CERTIFICATE (CORPORATION) – Annual community tax of PHP 500.00 and annual additional tax of PHP 2.00 for every PHP 5,000.00 of gross receipts or earnings. Additional community tax shall not exceed PHP 10,000.00.



148. Payment of Geronimo Homeowners Association Amortization Fees for Awarded Government Lots

The Urban Development and Housing Office processes the payment of Geronimo Homeowners Association amortization fees for awarded government lots by those who are:

- A. Occupying Government Land
- B. Living along danger zone
- C. Occupying private property turned over to Pasay City Government
- D. Occupying private property with pending case ejection turned over to Pasay City Government
- E. For those affected infrastructure project of the City Government

Office or Division:	Urban Developme	Urban Development & Housing Office (UDHO)				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governmei	G2C – Government to Citizen				
Who may avail:		Members of the Homeowner's Association				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE		
Certificate of Registrati		Housing Lan	d Use and Regula	atory Board (HLURB)		
Land Use and Regulate	ory Board					
(1 photocopy)						
Copy of Constitution &	By-laws	HLURB				
(1 photocopy)		,	A			
List of Association's Bo		Homeowner	s Association			
Directors/Officers and I	viembers.					
(1 photocopy) Copy Accreditation with	the City Council	DCLID & City	Secretariat Office			
LGU and Presidential 0		FCOF & City	Secretariat Office	5		
Urban Poor (PCUP) (1						
Pertinent document/s r						
community association						
the lot they currently oc	•					
requesting for assistan	ce such as:					
- Court Order (1 p	hotocopy)	Metropolitan	Trial Court (MTC)	, and Regional Trial		
		Courts (RTC)	,			
- TCT Title (1 pho		Registry of Deeds (RD)				
- Pre-Demolition (Presidential Commission for the Urban Poor				
Certification (1 p		(PCUP)	DD 0 0 5 0 0 1 1 0	DEDOON		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
1 Cubmit the	ACTIONS	BE PAID	TIME	RESPONSIBLE RUEL E. TENGCO		
Submit the requirements to	Evaluate and varify the	None	2 Minutes	Administrative Aide II		
requirements to verify the the assigned completeness				(UDHO)		
Clerk at the	and veracity of			(/		
UDHO.	submitted					
35113.	Jabiiiiiioa			BILLY Q. RODA		



		requirements.			Administrative Aide II (UDHO)
2.	Submit the previous issued official receipt (OR) from the Geronimo Home Owners Association to the assigned staff of UDHO.	Issue the Order of Payment to the client.	None	2 Minutes	FERNANDO E. RIVERA Administrative Aide IV (UDHO) BILLY Q. RODA Administrative Aide II (UDHO)
3.	Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees.	3. Issue Official receipt (OR) to the client.	Please see table below re: schedule of fees	15 Minutes	Teller (CTO)
4.	Return to the UDHO and present the original and photocopies of OR.	4. Record the payment and receive the photocopy of OR.4.1 Return the original copy of OR to the Client.	None	2 Minutes	FERNANDO E. RIVERA Administrative Aide IV (UDHO) BILLY Q. RODA Administrative Aide II (UDHO)
		TOTAL:	Please see table below re: schedule of fees	21 Minutes	



Geronimo Homeowners Association Schedule of Fees

Lot No. (ALL 284)	LOT	TCT NO.	DOWN PAYMENT MADE AND PAID (5% of the Lot price)	PURCHASE PRICE	TOTAL CONTRACT (Purchase price + 9% interest annually for 15 years)	UNPAID BALANCE	MONTHLY AMORTIZATION	NAME OF GRANTEE
B1	58	003- 2012 0004 03	PHP 14,500	PHP 290,000	PHP 529,447.16	PHP 246,028.70	PHP 2,860.82	MYRNA M. SAYO
B2	38	003- 2012 0004 04	PHP 9,500	PHP 190,000	PHP 346,879.17	PHP 217,419.14	PHP 1,874.33	ROMELL STA. MARIA
B3	36	003- 2012 0004 05	PHP 9,000	PHP 180,000	PHP 328,622.37	PHP 175,016.53	PHP 1,775.68	ALFREDO ARGUEL- LES
B4	35	003- 2012 0004 06	PHP 8,750	PHP 175,000	PHP 319,493.97	-	PHP 1,726.36	RENATO A. MATEUM
B5	23	003- 2012 0004 07	PHP 5,750	PHP 115,000	PHP 209,953.18	PHP 91,891.64	PHP 1,134.36	ALVIN A. REYES
B6	23	003- 2012 0004 08	PHP 5,750	PHP 115,000	PHP 209,953.18	PHP 163,362.62	PHP 1,134.36	SALVA- DOR R. REYES
B9	20	003- 2012 0004 11	PHP 5,000	PHP 100,000	PHP 182,567.99	PHP 7,970.53	PHP 1,992.50	EDUAR- DO G. MAGBA- NUA
B10	143	003- 2012 0004 12	PHP 35,750	PHP 715,000	PHP 1,305,361.09	PHP 613,704.99	PHP 7,053.00	ARMIDA CERDE- ÑA
B11	44	003- 2012 0004	PHP 11,000	PHP 220,000	PHP 401,649.59	PHP 230,348.57	PHP 2,170.28	CATHE- RINE L. LAGADA



		13						
B12	42	003-	PHP 10,500	PHP 210,000	PHP383,392.77	PHP 296,007.09	PHP 2,071.63	ANA-
		2012						BELLE S.
		0004						PITEL
		14						
B13	31	003-	PHP 7,750	PHP 155,000	PHP 282,980	PHP 275,230.38	PHP 1,529.06	Right of
		2012						Way
		0004						
		15						
B14	26	003-	PHP 6,500	PHP 130,000	PHP 327,338.38	PHP 230,838.38	PHP 1,282.44	Right of
		2012						Way
		0004						
		16						
B15	39	003-	PHP 9,750	PHP 195,000	PHP 356,007.57	PHP 346,257.57	PHP 1,923.65	Right of
		2012						Way
		0004						
		17						
D 4	Des Approved Description No. 2574 Coring of 2045 of the Description Communication Description							

Per Approved Resolution No. 3574 Series of 2015 of the Pasay City Sangguniang Panlungsod.

149. Payment of Occupational/Professional Tax Receipt

Individuals who are exercising their profession within the jurisdictional area of Pasay City should pay at the City Treasurer's Office the necessary dues arising therefrom.

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen, G2G – Government to Government, G2B			
	 Government to E 	Business			
Who may avail:	All Licensed Profe	ssionals			
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE				
New:					
Professional License (Or	iginal Cony)	Professional Regulation Commission (PRC)/			
1 Tolessional License (Of	igiriai Copy)	Integrated Bar of the Philippines (IBP)			
Renewal:					
Previously issued official	receipt	Licensed Professional			
(1 Original)	Licensed i Tolessional				
Professional License (Original Copy)		Professional Regulation Commission (PRC)/ Integrated Bar of the Philippines (IBP)			

^{*} MARCH 2017 STARTED PAYMENT OF THE GRANTEE

^{*} Updated accounts as of December 31, 2024



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Professional License and previously issued official receipt for the prior year to the assigned teller at the CTO payment counter, and pay the fees due.	1. Issue Occupational/ Professional Tax Receipt to the client.	Please refer to the table of fees below	5 Minutes	Business Tax Tellers 5 – 12 (CTO)
	TOTAL:		5 Minutes	

DATE OF ISSUANCE	OCCUPATIONAL TAX (PTR)
JANUARY	PHP 300.00
FEBRUARY	PHP 390.00
MARCH	PHP 397.50
APRIL	PHP 405.00
MAY	PHP 412.50
JUNE	PHP 420.00
JULY	PHP 427.50
AUGUST	PHP 435.00
SEPTEMBER	PHP 442.50
OCTOBER	PHP 450.00
NOVEMBER	PHP 457.50
DECEMBER	PHP 465.00



150. Payment of Other Local Taxes, Fees, and Charges

The City Treasurer's Office collects the payment of other local taxes, fees, and charges, which vary according to the specific tax or fee being settled. Some taxes have fixed rates, others are percentages, but basically, these are all based on the Pasay City Revenue Code.

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)			
Classification:	Simple	, , ,			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen, G2G – Government to Government, G2B			
	 Government to E 	Business			
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE	
Order of Payment		Issuing Office	ce of Pasay City (Government	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present Order of payment to the assigned teller at the payment counter of CTO, and pay the fees due.	Issue official receipt to the client.	Please refer to the table of fees below	5 Minutes	Business Tax Tellers 5–12 (CTO)	
	TOTAL:		5 Minutes		

Police Clearance Fees

a) Local	PHP 20.00
b) For Firearms Permit	PHP 200.00
c) For Change of Name	PHP 200.00
d) For Passport/Visa Application (Abroad)	PHP 200.00
e) For Filipino Citizenship Application	PHP 1,000.00



Other Fees

Certification Fee	PHP 40.00
Certified True Copy	PHP 40.00
Verification Fee	PHP 40.00
Computerization Fee	PHP 20.00
Application Fee	PHP 40.00

151. Payment of Penalties

The City Treasurer's Office is in charge of collecting payments of penalties due to violations of existing ordinances.

Office or Division:	City Treasurer's O	ffice (CTO)		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Ordinance Violation Ro (1 original)	eceipt (OVR)	Concerned Dep Pasay	partment/Office, C	ity Government of
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Ordinance Violation Receipt (OVR) to assigned teller at the payment counter of CTO and pay corresponding charges.	Issue official receipt to the taxpayer.	Depending on the amount stated in the OVR	5 Minutes	MA. ANGELICA B. LERIT Revenue Collection Clerk II (CTO)
	TOTAL:		5 Minutes	

152. Payment of Real Property Taxes

❖ Annual Real Property Tax dues of Land, Buildings and Machineries must be paid by the persons having legal interest over the Real Properties.



- ❖ Real Property Tax payments were made/collected at the Real Property Tax Division of the City Treasurer's Office, Ground Floor, Pasay City Hall Building.
- * Real Property Taxpayers may opt to pay in an annual or quarterly basis.
- Advance Payments are granted discounts.

QUARTERLY DEADLINES OF PAYMENT

1st Quarter On or before March 31
 2nd Quarter On or before June 30

3rd Quarter On or before September 30
 4th Quarter On or before December 31

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)/Real Property Tax Division				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen, G2G – Government to Government, G2B				
	 Government to E 	Business				
Who may avail:	Real Property Owi	ners				
CHECKLIST OF R			WHERE TO S	SECURE		
Principal/Representa						
Latest Real Property 7 (1 photocopy)	ax Declaration	City Assess	or's Office			
Latest Real Property 1 Receipt (1 photocopy)	•	al Real Property Owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE				
Submit requirements at the RPT Division, CTO.	1. Verify submitted document, print, sign and issue Real Property tax bill.	None	3 Minutes	MA. THELMA G. FORDAN <i>Tax Mapping Aide,</i> (CTO)		
2. Present tax bill to assigned teller at the payment counter, and pay real property tax due.	Issue official receipt to the taxpayer.	Please refer to the formula and table of fees below	5 Minutes	Land Tax Tellers 1 – 4 (CTO)		
	TOTAL:		8 Minutes			



TAXES:

- Basic Real Property = Fair Market Value x Assessment Level x Basic Tax Rate
 - Residential 1.5%
 - Commercial 2.0%
- Additional Tax (Special Education Fund (SEF)) = Fair Market Value x Assessment Level x 1 00%

FAIR MARKET VALUE:

 Based on the Schedule of Fair Market Values proposed by the City Assessor and approved by the Sangguniang Panlungsod. Ordinance No. 5754, s-2016 dated October 27, 2016

ASSESSMENT LEVEL: ON LAND

Туре	Assessment Level
Residential	20%
Agricultural	40%
Commercial	50%
 Industrial 	50%

ON BUILDING AND OTHER STRUCTURES:

	Assessment Level			
Fair Market Value	Residential	Agricultural	Commercial/ Industrial	Timberland
PHP 175,000.00 – PHP 300,000.00	10%	25%	30%	45%
PHP 300,000.00 – PHP 500,000.00	20%	30%	35%	50%
PHP 500,000.00 – PHP 750,000.00	25%	35%	40%	55%
PHP 750,000.00 – PHP 1,000,000.00	30%	40%	50%	60%
PHP 1,000,000.00 –	35%	45%	60%	65%



PHP 2,000,000.00				
PHP 2,000,000.00 -	40%	50%	70%	70%
PHP 5,000,000.00	40 /0	30 /0	7070	7 0 70
PHP 5,000,000.00 -	50%		75%	
PHP 10,000,000.00	50 %		7570	
PHP 10,000,000.00	60%		80%	

DISCOUNT AND PENALTIES:

 Prompt payment (paid on or before the Deadline) 	 - 6.5% discount is given if paying for the whole current year and payment is made in January - If paying quarterly, 5% discount is given in the first month of the quarter
Advance payment (if real property tax for the ensuing year/s is paid on or before October 31 or November or December of the current year)	 - 15% discount is given if paid on or before October 31 - 10% discount is given if paid in the months of November or December
Failure to pay tax	 2% interest per month of the unpaid amount or fraction thereof, but total interest shall not exceed 36 months or equivalent to a maximum of 72%

153. Payment of Transfer Taxes

Transfer Taxes are paid for transactions involving transfer of ownership of real property. The transfer tax should be paid within 60 days from the date of execution of the deed at the City Treasurer's Office, as regards sale, barter, donation or any mode of transferring ownership, or from the date of the decedent's death, in case of transfer of succession.

Office or Division:	City Treasurer's Office (CTO)/Real Property Tax Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government,		
	G2B – Government to Business		
Who may avail:	Real Property Owners		



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal:	
Certified true copy of Real Property Tax	City Assessed Office
Declaration (1 original and 1 photocopy)	City Assessor's Office
Deed of Sale, Donation, Exchange,	Real Property Owner
Judicial/Extra-Judicial Settlement. Affidavit	, ,
of Consolidation, or any applicable	
document proving transfer of property	
ownership (1 original and 1 photocopy)	
Community Tax Certificate of the previous	CTO
owner and the TAXPAYER (1 original)	
Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue
(1 original and 1 photocopy)	
Land Title (1 original and 1 photocopy)	Registry of Deeds
If right to the property has been issued by	National Housing Authority
the National Housing Authority, Certificate	
of Tax Exempt (1 original and	
1 photocopy)	
Government issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS,
(1 original and 1 photocopy)	Pag-IBIG, LTO
Representative:	
Special Power of Attorney (SPA) or	
Notarized Authorization Letter (1 original	Person Represented (Real Property Tax Owner)
and 1 photocopy)	
Government issued Identification Card of	
the person represented and the	BIR, Post Office, DFA, PSA, SSS, GSIS,
representative (1 original and	Pag-IBIG, LTO
1 photocopy)	000
Certified true copy of Real Property Tax	City Assessor's Office
Declaration (1 original and 1 photocopy)	
Deed of Sale, Donation, Exchange,	
Judicial/Extra-Judicial Settlement. Affidavit	
of Consolidation, or any applicable	Person Represented (Real Property Tax Owner)
document proving transfer of property	
ownership (1 original and 1 photocopy)	CTO
Community Tax Certificate of the previous	СТО
owner and the TAXPAYER (1 original)	Duragu of Internal Devenies
Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue
(1 original and 1 photocopy)	De night of Deeds
Land Title (1 original and 1 photocopy)	Registry of Deeds
If right to the property has been issued by	National Housing Authority
the National Housing Authority, Certificate	



of Tax Ex	xempt (1 origi	inal and			
TAXPAY	ER STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requir assigi perso Real l	nnel at the Property Division of	1. Review submitted requirements/ documents and assess tax due then issue order of payment to the taxpayer.	None	3 Minutes	EDILBERTO D. RODELAS Administrative Assistant I (CTO)
Paym assign the pa count and p	sponding	Issue official receipt to the taxpayer.	75% of 1% of total consideration or fair market value, whichever is higher	5 Minutes	Land Tax Tellers 1–4 (CTO)
Tax D CTO a officia	Property Division of and present to ssigned	3. Prepare and issue Transfer Tax Clearance Certificate to the taxpayer.	None	7 Minutes	EDILBERTO D. RODELAS Administrative Assistant I (CTO)
		TOTAL:	75% of 1% of total consideration or fair market value, whichever is higher	15 Minutes	

154. Post Abattoir Inspection (Monitoring of Illegal Entry of Meat Product/Hot Meat and Double Dead Meat)

Post abattoir inspections are usually done early morning when all meat traders are delivering their goods to the markets. It is the duty of City Veterinarian's Office meat inspectors under the direct supervision of the City Veterinarian, to inspect all meat coming from different slaughterhouses and



see to it that the meat is properly handled. Meat traders should present all pertinent documents specially the meat inspection certificate.

Office or Division:	City Veterinarian's	Office (CVO)			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmen	G2C – Government to Citizen			
Who may avail:	Meat Traders deliv	ering their good	ds to the markets		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
Principal					
Meat Inspection Certif	icate (1 original)	Registered SI	aughterhouse		
Representative					
Meat Inspection Certif	icate (1 original)	Registered SI	aughterhouse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present Meat Inspection Certificate to the duty personnel of the CVO at the market.	Verify and check all data written in meat inspection certificate.	None	20 Minutes	ANGELITO W. INOCENTES Pound Keeper II (CVO) JOEL F. GALES Administrative Aide III (CVO) ANTONIO B. PALACIOS JR. Pound Keeper I (CVO)	
	TOTAL:	None	20 Minutes		

155. Processing Letter Referrals from the Civil Service Commission Contact Centre ng Bayan

The Human Resource Management and Development Office processes all letter referrals coursed through Civil Service Commission's Contact Center ng Bayan (CSC-CCB).

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ticket Reference Number	r	Contact Center ng Bayan of CSC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial 1-6565 or 0908-	1. Provide a	None	5 Minutes	Agent



8816565, and state your concern/s to the agent from the CSC-CCB.	Ticket Reference Number on the received client concern,			(CSC-CCB)
Send your concern/s via email@contactcenter ngbayan.gov.ph.	and forward it thru e-mail to the focal person/s of the concerned agency.			
2. Follow up on the status of your concern/s to the HRMDO using the Ticket Reference Number provided by the CSC-CCB.	2. Acknowledge and refer the received ticket referral to the concerned department/ office or person/s.	None	30 Minutes Period for the concerned department/ office/s or person/s to reply on the client concern/s – 2 Days	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)
3. Wait for your concern/s to be processed by the HRMDO based on the given timeframe thereof.	3. Perform necessary action/s on the referred letter referral: a. For Anonymous caller/s - recommend for the closing of the ticket upon receipt of appropriate response from the		10 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)



	concerned			
	department/			
	office/s or			
	person/s.			
b.	For caller/s			
	with name			
	and/or			
	contact			
	information -			
	recommend			
	for the			
	closing of			
	the ticket			
	upon receipt			
	of			
	appropriate			
	response			
	from the			
	concerned			
	department/			
	office/s or			
	person/s;			
	and inform			
	the caller of			
	the concrete			
	and specific			
	action			
	undertaken			
	by the City			
	Government			
	of Pasay.			
	TOTAL:	None	2 Days and	
			45 Minutes	

156. Processing of Appeals on Real Property Tax (RPT) Assessment and Collection

Afford resolution to question validity or correctness of the assessment and collection of Real Property Tax (RPT) thru filing of petition at the Local Board of Assessment Appeals (LBAA).

Office or Division:	Local Board of Assessment Appeals (LBAA)		
Classification:	Highly Technical		



Type of Transaction:	Type of Transaction: G2C-Government to Citizen				
		on having legal interest			
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE	
Principal					
Petition under oath (5	original)	Document Owner			
Tax Declaration (1 ori	ginal)	Assessor's Office	9		
Affidavits or documen	ts submitted in	Document Owner			
support thereof (1 orig	ginal)				
Government Issued II	O Card	BIR, Post Office, PSA, SSS, GSIS, COMELEC			
(1 photocopy)					
Representative					
Special Power of Atto		Document Owner	Document Owner		
Petition under oath (5		Document Owner			
Tax Declaration (1 ori		Assessor's Office			
Affidavits or documen		Document Owner	r		
support thereof (1 orig					
Government Issued II	O Card	BIR, Post Office,	PSA, SSS, GSIS	, COMELEC	
(1 photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 File the notition	1. Receive the		10 Minutes	MILAGROS C.	
1. File the petition together with		None	10 Minutes	MUNAR	
supporting	petition, assign the case			Administrative Aide I	
papers at the	number and			(LBAA)	
LBAA.	issue order of			,	
LD/ V \.	payment to the			ARTHUR P. DE	
	client.			JESUS	
	Onorit.			Administrative Aide I	
				(LBAA)	
				MARIA LUISA B.	
				PASCO	
				Board Secretary I	
				(LBAA)	
2. Proceed to the 2	2. Issue Official	Amount of	5 Minutes	Teller	
City Treasurer's	Receipt (OR)	disputed Realty	J MILIULES	(CTO)	
Office for	based on	Tax		(3.3)	
payment of the	submitted order	Assessment			
required filing	of payment	Involved and its			
fees.	from LBAA	corresponding			
1663.		filing fees due:			
		ining ices due.			
		less than			



PHP 50,000-
PHP 300
DUD 50 000 or
PHP 50,000 or
more but less
than
PHP 200,000- PHP 450
F11F 450
PHP 200,000 or
more but less
than
PHP 400,000-
PHP 600
PHP 400,000 or
more but less
than
PHP 600,000-
PHP 800
DUD 600 000 or
PHP 600,000 or
more but less than
PHP 800,000-
PHP 1,000
1111 1,000
PHP 800,000 or
more but less
than
PHP 1M-
PHP 1,200
P1M or more
but less than
PHP 2M-
PHP 2,100
DUD OM or
PHP 2M or more but less
than PHP 3M-
PHP 3,000
1111 3,000
PHP 3M or
603



more but less
than PHP 4M-
PHP 3,900
PHP 4M or
more but less
than PHP 5M-
PHP 4,800
PHP 5M or
more but less
than PHP 6M-
PHP 5,700
FIIF 3,700
DUD CM or
PHP 6M or
more but less
than PHP 7M-
PHP 6,600
PHP 7M or
more but less
than PHP 8M-
PHP 8,400
PHP 8M or
more but less
than PHP 9M-
PHP 9,300
1111 0,000
PHP 9M or
more but less
than PHP 10M-
PHP 10,200
PHP 10M or
more-
PHP 10,200 for
the first
PHP 10M plus
PHP 100 for
every
PHP 100,000 or
fraction thereof,
in excess of
III UNUGOO UI



		PHP 10M. In no case, however, shall the total fees exceed PHP 12,000 per case. (Legal Fees-Sec. 1, Rule V of 2016 Consolidated and Revised Rules of Procedure before the LBAA and CBAA)		
3. Present and submit the photocopy of OR to the LBAA.	3. Attach the copy of the OR to its records; issue an order to respondent advising to file an answer; and set the case for hearing with both parties.	None	15 Days	MILAGROS C. MUNAR Administrative Aide I (LBAA) ARTHUR P. DE JESUS Administrative Aide I (LBAA) MARIA LUISA B. PASCO Board Secretary I (LBAA)
4. Monitor case decision 4.1 Attend preliminary conference or clarificatory hearings at the LBAA.	4. Act on case decision 4.1 Recommend possible amicable settlement, if not markings of exhibits or evidence then submit the case for decision to the	None	120 Days	MARIA LUISA B. PASCO Board Secretary I (LBAA)



4.2 Wait for the release of the case decision from the LBAA.	Chairman and Members of the LBAA. 4.2 Issue the notice of case decision to both parties.			
5. Receive the case decision from the LBAA.	5. Transmit the complete original records of the case to the Central Board.	None	10 Days	MARIA LUISA B. PASCO Board Secretary I (LBAA)
	TOTAL:	Amount of disputed Realty Tax Assessment Involved and its corresponding filing fees due: less than PHP 50,000-PHP 300 PHP 50,000 or more but less than PHP 200,000-PHP 450 PHP 200,000 or more but less than PHP 400,000-PHP 600 PHP 400,000 or more but less than PHP 600,000-PHP 800	145 Days and 15 Minutes	



PHP 600,000 or more but less than PHP 800,000- PHP 1,000
PHP 800,000 or more but less than PHP 1M- PHP 1,200
PHP 1M or more but less than PHP 2M- PHP 2,100
PHP 2M or more but less than PHP 3M- PHP 3,000
PHP 3M or more but less than PHP 4M- PHP 3,900
PHP 4M or more but less than PHP 5M- PHP 4,800
PHP 5M or more but less than PHP 6M- PHP 5,700
PHP 6M or more but less than PHP 7M- PHP 6,600
PHP 7M or more but less



than PHP 8M-PHP 8,400 PHP 8M or more but less than PHP 9M-PHP 9,300 PHP 9M or more but less than PHP 10M-PHP 10,200 PHP 10M or more-PHP 10,200 for the first PHP 10M plus PHP 100 for every PHP 100,000 or fraction thereof, in excess of PHP 10M. In no case, however, shall the total fees exceed PHP 12,000 per case. (Legal Fees-Sec. 1, Rule V of 2016 Consolidated and Revised Rules of Procedure before the LBAA and CBAA)	
 LBAA and CBAA) der Section 229 Chapter III. Title II of Republic Act No.	

"Service is covered under Section 229, Chapter III, Title II of Republic Act No. 7160 and Section 5, Rule III of 2016 Consolidated and Revised Rules of Procedures before the Local Board of Assessment Appeals and Central Board of Assessment Appeals"



157. Processing of Documents for Payment of Basic Utilities

The Program is designed to provide information, assistance and support in the processing of documents for the payment of basic utility services (ie. Electricity, Water, Fuel, Telephone, Internet, Gasoline, etc.) incurred by the different departments/offices of the City Government including National Government Agencies assigned in the City.

	General Services Office (GSO)					
Classification:	Simple					
Type of Transaction:	G2G – Governmer	nt to	Governmen	t and G2B – Gove	ernment to Business	
Who may avail:	All Departments/O	ffice	s of the City	Government and	National Government	
	Agencies assigned in the City (End-user) and Service Provider					
CHECKLIST OF REQ	UIREMENTS			WHERE TO SE	CURE	
Service Provider:						
Statement of Account (1 c	riginal and		 Meralco 			
3 photocopies)			- PLDT			
			- Maynilad	k		
			- Globe Te	elecom, Inc.		
			- Innove C	Communications, I	nc.	
			- Federal	Brent Retail, Inc.		
Gasoline Slip and Sales Ir	voice	For	doral Pront C	Ostoil Inc		
(1 original), if applicable		Federal Brent Retail, Inc.				
End-user:						
Signed Obligation Reques	t (2 original and	Dai	partment/Off	ice/NGA		
2 duplicate)		·				
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON	
	ACTIONS		BE PAID	TIME	RESPONSIBLE	
Submit complete	1. Receive		None	5 Minutes	FE ESPERANZA S.	
requirements at the	requirements				SEIJO Supervising	
receiving counter of	and check as				Administrative Officer	
GSO.	completeness				(GSO)	
	and authentic	ity			(333)	
	of submitted				EVELYN G. ALEGRE	
documents.					Administrative Officer III	
	1 1 Dranara		None	30 Minutes	(GSO)	
	1.1 Prepare Summary of		inone	30 Milliules		
	SOA.				ARMAND D. RIVERA Administrative Officer II	
	30A.				(GSO)	
			ĺ l		(000)	
	1.2 Endorse cor	ΩV	None	15 Minutes		

of SOA to the end-user for preparation of



	Obligation Request.			
Submit the approved Obligation Request to the GSO.	2. Receive and verify the submitted Obligation Request against the SOA.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO)
	2.1 Finalize the Summary of SOA, prepare the Disbursement Voucher and endorse the same to the Office of the City Accountant for appropriate action.	None	5 Minutes	ARMAND D. RIVERA Administrative Officer II (GSO)
Follow up the status of payment.	3. Check the status of the prepared Disbursement Voucher and inform the Service Provider once cheque is available.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
	TOTAL:	None	1 Hour and 5 Minutes	

158. Processing Hotline 8888 Ticket Referrals

The Human Resource Management and Development Office processes all ticket referrals coursed through the 8888 Citizen's Complaint Hotline of the Office of the President.



					THANG
0	ffice or Division:	Human Resource Ma	nagement ar	nd Development C	Office (HRMDO)
C	lassification:	Simple		·	
T	ype of Transaction:	G2C- Government to	Citizen		
W	/ho may avail:	All			
	CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
T	icket Reference Numb	per		ens' Complaint Ce	enter,
		1		e President	DEDCON
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Dial 8888 and state your concern/s to the agent from the 8888 Citizen's Complaint Center, Office of the President.	Provide the complainant with a ticket reference number that shall be used to track the complaint to the concerned agency.	None	5 Minutes	Agent (8888 Citizens' Complaint Center, Office of the President)
2.	Follow up on the status of your concern/s to the HRMDO using the Ticket Reference Number provided by the agent from the 8888 Citizen's Complaint Center, Office of the President.	2. Acknowledge and refer the received ticket referral to the concerned department/office/s or person/s.	None	Period for the concerned department/ office/s or person/s to reply on the client concern/s – 1 Day and 15 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)
3.	Wait for your concern/s to be processed by the HRMDO based on the given timeframe thereof.	3. Perform necessary action/s on the referred ticket referral: 3.1 For Anonymous caller/s -	None	10 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)



recommend for the closing of the ticket upon receipt of appropriate response from the concerned department/ office/s or person/s. 3.2 For caller/s with name and/or contact information - recommend for the closing of the ticket upon receipt of appropriate response from the concerned department/ office/s or person/s; and inform the caller of the concrete and specific action undertaken by the City Government of Pasay.		2 Days	
IUIAL	INUITE	Z Days	

159. Processing Terminal Leave Benefits (TLB)

Qualified would-be separated or separated employees of City Government of Pasay may process their TLB at the Human Resource Management and Development Office.

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government and G2C-Govenrment to Citizen			
Who may avail:	Current and Former Employees of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Request letter (1 original)		TLB Claimant		



Government issued Identification Card	PID Doct Office DEA DSA SSS CSIS Dog
	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG, LTO
(1 original) GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
	City Prosecutor's Office, Hall of Justice City Assessor's Office
Assessor's Clearance (1 original)	Pasay City General Hospital
Hospital's Clearance (if a former Pasay City	Pasay City General Hospital
General Hospital employee) (1 original) GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment	HRMDO
(1 photocopy for each issuance of appointment)	Claimant of TLB
Latest Statement of Assets, Liabilities (except for	
deceased claimant/s) (3 photocopies) Death Certificate (for deceased claimant/s)	Philipping Statistics Authority (DSA)
(1 photocopy)	Philippine Statistics Authority (PSA)
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Philipping Statistics Authority (DSA)
Birth Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	Dhilipping Statistics Authority (DSA)
Marriage Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Representative	Darrage Danger and d /TLD Claimant
Special Power of Attorney	Person Represented (TLB Claimant)
Government issued Identification Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
person represented (1 original)	IBIG, LTO
Government issued Identification Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
representative (1 original)	IBIG, LTO
Request letter (1 original)	Person Represented (TLB Claimant)
Government issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
(1 original)	IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance (if a former Pasay City	Pasay City General Hospital
General Hospital employee) (1 original)	0010
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment	HRMDO
(1 photocopy for each issuance of appointment)	0
Latest Statement of Assets, Liabilities (except for	Claimant of TLB
deceased claimant/s) (3 photocopies)	
Death Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Birth Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	



	Marriage Certificate (for deceased claimant/s) (1 photocopy)		Philippine St	atistics Authority (PSA)
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit all documentary requirements for TLB application to the Frontline Service Section of the HRMDO.	1. Upon receipt of complete documentary requirements, issue a transaction stub to the client. 1.1 Advise the client to make a follow-up on the status of TLB application after two (2) weeks.	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2.	Keep the transaction stub and wait for the application to be processed by the HRMDO- Compensation and Benefits Division.	2. Compute the leave credits summary and prepare the request for Allotment Release Order (ARO).	None	20 Minutes	KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO) ANNALIZA M. MONTALBAN Senior Administrative Assistant V (HRMDO)
		2.1 Sign the printed request for ARO. 2.2 Forward the	None	10 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II (HRMDO) KATHERINE D.



signed request for ARO to the office of the concerned Appointing Authority for approval thereof; after which, to the City Budget Office (CBO) for the preparation of ARO.	None	10 Minutes	COSTALES Senior Administrative Assistant II (HRMDO) ANNALIZA M. MONTALBAN Senior Administrative Assistant V (HRMDO)
2.3 Approve the forwarded request for TLB Application and prepare the ARO thereof.	None	Approval period of request – 7 days	ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office)
			or
			HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
			or
			HON. ATTY. WALDETRUDES S. DEL ROSARIO



2.4 Prepare and sign the ARO for the TLB	None	30 Minutes	City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor) CBO Personnel
application and forward it to the Office of the concerned Appointing Authority for his/her signature.		(Within the day)	(CBO)
2.5 Sign the ARO.	None	3 Days	ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office)
			or
			HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
01	 96		or



				HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices
				under Legislative Department (Office of the City Vice Mayor)
	2.6 Return the signed ARO to the HRMDO.	None	5 Minutes	CBO Personnel (CBO)
	2.7 Prepare the voucher and ALOBS to be attached to the other TLB documents.	None	50 Minutes	ARMAN JAY O. ADORA Administrative Officer II (HRMDO)
	dodinente.			KATHERINE D. COSTALES, Senior Administrative Assistant II, (HRMDO)
3. Make a follow-up with regard to the approval of request for TLB application.	3. Advise the client on the request status and process the TLB application.	None	5 Minutes	KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO)
	3.1 Sign the voucher attached to the TLB application.	None	10 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II (HRMDO)
			Waiting period prior to return of the client to	



				the HRMDO –	
				7 Days	
4.	Present the transaction stub to the HRMDO and claim the printed ALOBs and voucher from the HRMDO-Compensation and Benefits Division.	4. Release the printed ALOBs and voucher to be signed by concerned Department Heads.	None	5 Minutes	KATHERINE D. COSTALES, Senior Administrative Assistant II, (HRMDO)
5.	Secure the completeness of signatures from the concerned Department Heads of the City Government of Pasay.	5. Act and sign on the printed TLB application.	None	3 Days	Concerned Department Heads (Concerned Department/ Office/s of Pasay City Government) ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office) or HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor) or HON. ATTY. WALDETRUDES



6. Proceed to the City Treasurer's Office (CTO) and wait for the release of check re: your TLB.	6. Release the check to the client.	None	5 Minutes	S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor) Clerk, (Cash Division, CTO)
TOTAL:		None	20 Days, 2 Hours and 35 Minutes	

160. Processing Walk-In Complaints

The Human Resource Management and Development Office processed walk-in complaints referred by the general public to the City Government of Pasay.

Office or Division:	Human Resource I	Human Resource Management and Development Office (HRMDO)			
Classification:	Complex				
Type of Transaction	: G2C- Government	to Citizen			
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Filled out complaint form (1 original) - Complaint Form - Information to be indicated in the form		HRMDO Complainant			
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the filled out complaint form to the HRMDO and present yourself for an interview with regard to your	1. Receive the complaint form and proceed with the interview process. 1.1 Confirm with the	None	15 Minutes	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO)	



concern/s.	complainant the details provided in the form.			
	1.2 Let the complainant state his/her concern/s.			
	1.3 Determine the personnel being complained along with the service that must be delivered.			
	1.4 Advise the complainant on the succeeding process that will be undertaken thereof.			
2. Wait for your complaint to be processed by the HRMDO.	2. Prepare a summary of the complaint, and issue a memorandum directing the respondent (employee being complained) to submit a notarized response, copy furnish the complainant, within forty-eight (48) hours upon receipt thereof.	None	A Hours Response time for the respondent: 2 Days	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
Receive the copy of the	Upon receipt of the notarized	None	4 Hours	JOHN NATHANIEL A. UBANA
notarized response	response, summarize it and		Response	Administrative Officer V,



provided by the HRMDO.	issue a memorandum directing the complainant to comment thereof, within forty-eight (48) hours.		time for the complainant: 2 Days	(Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
4. Submit a comment on the received sworn-letter response within forty-eight (48) hours upon receipt thereof to the HRMDO.	 4. Decide on the referred complaint based on existing records thereof. 4.1 Prepare decision on the complaint: a.) Prepare an agreement/amicable settlement on the resolved complaint, or b.) In the absence of agreement/amicable settlement, or if the complaint is not eligible for that, forward/refer the complaint and other records thereof to the City Legal Office (CLO). TOTAL: 	None	1 Day 6 Days and	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
	IOIAL.	INOTIO	15 Minutes	



161. Providing Updated Contact Number/s of All City Government Departments/Offices and National Offices in Pasay

Information with regard to the updated contact numbers of all City Government Departments/Offices and National offices in Pasay can be requested from the Public Information Office.

Office or Division:	Public Information	Office (PIO)		
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the PIO and ask for the updated contact number/s of any city government office or national office in Pasay.	1. Provide requested contact number from PIO directory to the caller.	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)
	TOTAL:	None	5 Minutes	

162. Provision of Information and Data to End-Users

Pursuant to Local Government Code Article IV Section 476-b (3), City Government's information and data, which are vital and critical to the development of research projects and studies of various National Agencies, Local Barangay Units, Private Researchers, and students may formally coordinate and request such at the City Planning and Development Office (CPDO).

For Simple Information/Data:

Office or Division:	City Planning and Development Office (CPDO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C Government to Citizen			
Who may avail:	Other City Government Departments, National Agencies, Local			
	Barangay Units, Private Researchers, and Students			
CHECKLIST OF REQU	IREMENTS WHERE TO SECURE			
Duly signed request letter (1	I original) Requesting Party			



OLIENT OTERO	4.051101/ 4.0710110	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the request letter, indicating the simple data, plans, basic profiles or general maps needed to the receiving section of CPDO.	Receive the copy of the request letter and record in the logbook and receiving database	None	5 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO) JONATHAN DAVID B. JOMERO Administrative Aide I (CPDO) JONATHAN DAVID
	1.1 Endorse the document to	None	5 Minutes	B. JOMERO Administrative Aide I (CPDO)
	person-in- charge.			CHRISTINE LANE M. BRILLANTES Administrative Assistant I (CPDO)
	1.2 Process the request for simple data, plans, basic profiles or general maps, and provide the needed document.	None	3 Working days	LAY-AR M. BALIZA Supervising Administrative Officer (CPDO) MARIA A. LUNA Planning Officer III (CPDO) NICK LLORENCE
				R. SANGALANG Project Development Officer II (CPDO) RONALD ALLAN P. DELA CRUZ Planning Officer II (CPDO)



1.3 Send the e-file	None	1 Hour	LAY-AR M. BALIZA
of the requested			Supervising
document/s to			Administrative
the end-user via			Officer (CPDO)
email, or print			(0700)
and release the			MARIA A. LUNA
hardcopy of the			Planning Officer III
requested			(CPDO)
document/s to			NIOKILODENIOE
the client.			NICK LLORENCE
			R. SANGALANG <i>Project</i>
			Development
			Officer II
			(CPDO)
			50,141,5,411,411
			RONALD ALLAN
			P. DELA CRUZ Planning Officer II
			(CPDO)
TOTAL:	None	3 Working	()
		Days,1 Hour,	
		and 10 Minutes	

For Complex Data/Information:

Office or Division:		City Planning a	nd Developmen	t Office (CPDO)	
Classification:		Simple			
Type of Transaction	:	G2G - Governn	nent to Governm	nent; G2C Governn	nent to Citizen
Who may avail:				ments, National Ag	
			s, Private Resea	rchers, and Studen	
CHECKLIST OF	REQU	IREMENTS		WHERE TO SECU	JRE
Duly signed request l	etter (1	original)	Requesting Party		
CLIENT STEPS	AGE	NCY ACTIONS	FEES TO	PROCESSING	PERSON
CLILINI SILFS	AGLI	1CT ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the request letter, indicating the complex data or thematic map needed to the receiving section of CPDO.	of let in an	the request the request ter and record the logbook d receiving tabase.	None	5 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO) JONATHAN DAVID B. JOMERO Administrative Aide I



			(CPDO)
1.1 Endorse the document to person-in-charge.	None	5 Minutes	JONATHAN DAVID B. JOMERO Administrative Aide I (CPDO)
J			CHRISTINE LANE M. BRILLANTES Administrative Assistant I (CPDO)
1.2 Process the request for complex data or thematic	None	7 Working days	LAY-AR M. BALIZA Supervising Administrative Officer (CPDO)
map, and provide the needed			MARIA A. LUNA Planning Officer III (CPDO)
document.			NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO)
			RONALD ALLAN P. DELA CRUZ Planning Officer II (CPDO)
1.3 Send the e-file of the requested document/s to the end-user via	None	4 Hours	LAY-AR M. BALIZA Supervising Administrative Officer (CPDO)
email, or print and release the hardcopy of the requested			MARIA A. LUNA Planning Officer III (CPDO)
-			NICK LLORENCE



document/s to			R. SANGALANG
the client.			Project
			Development
			Officer II
			(CPDO)
			RONALD ALLAN
			P. DELA CRUZ
			Planning Officer II
			(CPDO)
TOTAL:	None	7 Working Days,	
		4 Hours and 10	
		Minutes	

For Highly Technical	or An	alytical Data/Ini	formation:		
Office or Division:		City Planning a	nd Developmen	t Office (CPDO)	
Classification:		Simple			
Type of Transaction	:			nent; G2C Governn	
Who may avail:				ments, National Ag	
			s, Private Resea	rchers, and Studen	
CHECKLIST OF				WHERE TO SECU	JRE
Duly signed request I	etter (1	original)	Requesting Pa	rty	
CLIENT STEPS	AGEI	NCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter, indicating the complex data or thematic map needed to the receiving section of CPDO.	of let in an	the request the request ter and record the logbook d receiving tabase.	None	5 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO) JONATHAN DAVID B. JOMERO Administrative Aide I (CPDO)
	r C	Endorse the document to person-in-charge.	None	5 Minutes	JONATHAN DAVID B. JOMERO Administrative Aide I (CPDO) CHRISTINE LANE M. BRILLANTES



TOTAL:	None	21 Working	
TOTAL	N	04.11	RONALD ALLAN P. DELA CRUZ Planning Officer II (CPDO)
1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	None	1 Working Day	Planning Officer II (CPDO) LAY-AR M. BALIZA Supervising Administrative Officer (CPDO) MARIA A. LUNA Planning Officer III (CPDO) NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO)
map, and provide the needed document.			MARIA A. LUNA Planning Officer III (CPDO) NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO) RONALD ALLAN P. DELA CRUZ
1.2 Process the request for complex data or thematic	None	20 Working days	Administrative Assistant I (CPDO) LAY-AR M. BALIZA Supervising Administrative Officer (CPDO)



Days and 10	
Minutes	

163. Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents

A copy of a primary/original document that has been certified to prove that such is the true copy of the original document.

Office or Division:	City Prosecutor	City Prosecutor's Office (CPO)			
Classification:	Simple				
Type of Transaction	: G2C – Governi	ment to Citizens			
Who may avail:	All				
	REQUIREMENTS		WHERE TO SECU	JRE	
Request Form or 0		CPO			
information (1 original					
2. Valid government	-issued identification		ued ID from any o	•	
card with photo		BIR, DFA, PSA,	SSS, GSIS, Pag-	IBIG, Philippine	
(1 original copy)		Postal Corporati	on, etc.		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fill-out and	1.Check the	None	2 Minutes	Receiving Staff	
submit the	documentary			(Docket Section)	
request form	requirements for				
together with ID	completeness.				
to Docket	1.1 Verify the				
Section for initial	•		10 Minutes		
assessment.	status of the				
assessifierit.	case.				
*Make sure to	1.2 Issue the		2 Minutes	December Office a	
secure the	Order of		2 Williates	Records Officer	
Order of	Payment if the			(Docket Section)	
Payment that	record is				
will be issued.	available.				
	avaliable.				
	1.3 Start		10 Minutes		
	processing				
	the request				
2. Pay the	2. Accept the	For first	2 Minutes	Cashier	
required fees at	payment based	three (3)		(Docket Section)	



the Cashier by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.	on the Order of Payment. 2.1 Issue the Official Receipt.	pages copy of documents PHP 75 pesos • Succeeding pages PHP 2 per page	2 Minutes	
3. Return to the Docket Section for the processing and release of certification.	3. Check the Official Receipt.	None	2 Minutes	Records Officer (Records Section)
4. Receive the certification and sign in the logbook.	4. Issue the Certificate to the client.	None	2 Minutes	Records Officer (Records Section)
	TOTAL:	 For first three (3) pages copy of documents PHP 75 pesos Succeeding pages PHP 2 per page 	32 Minutes	

^{*}Schedule of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012.

164. Provision of Prosecutor's Clearance

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.



Office or Division:	City Prosecutor's Of	fice (CDO)		
Classification:	Simple	iice (Ci O)		
Type of Transaction:		to Citizens G2G	- Government to (Government
Who may avail:	All	10 011120110, 020		Sovernment
CHECKLIST OF F		W	HERE TO SECU	RE
1. Request Form or d	ocuments with case	CPO		
information (1 original	nal copy)			
2. Valid government-issued identification		Government issu	ied ID from any of	the following:
card with photo (1	original copy)	BIR, DFA, PSA,	SSS, GSIS, Pag-I	BIG, Philippine
		Postal Corporation	on, etc.	
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Fill-out and	1. Check the	None	2 Minutes	Receiving Staff
submit the	documentary			(Docket Section)
request form	requirements for			
together with ID	completeness.			
to Docket Section for initial	1.1 Verify the status		5 Minutes	
assessment.	of the case.		3 Milliates	
accocomont.	1.2 Assess and			Records Officer
* Make sure to	issue Order of		2 Minutes	(Docket Section)
secure the Order of	Payment, if no			(2 contact contact)
Payment that will be	pending case.			
issued.	4.0 Danasanian of		C Minutes	
	1.3 Processing of the request		5 Minutes	
	ine request			
2. Pay the required	2. Accept the	 For Firearm 	2 Minutes	Cashier
fees at the	payment based	License		(Docket Section)
Cashier by	on the Order of	PHP 1,000		
showing the Order of	Payment:			
Payment.		For Permit		
r dymona		to Carry		
* Make sure to		PHP 500		
secure Official				
Receipt (O.R) that		F F		
· ·		_		
payment.				
		1111 200		
secure Official		PHP 500 • For Foreign Travel PHP 200		



			 For Retirement/Resignation PHP 100 For Foreign Employment PHP 100 For Local Employment PHP 50 		
		2.1 Issue the Official Receipt.		2 Minutes	
3.	Present the O.R. to the Docket Section.	Check the Official Receipt and process the request.	None	2 Minutes	Records Officer/ Records Section
4.	Receive the clearance and sign in the logbook.	4. Issue the Certificate to the client.	None	2 Minutes	Records Officer/ Records Section
		TOTAL:	• For Firearm License PHP 1,000	22 Minutes	
			For Permit to Carry PHP 500		
			• For Foreign Travel PHP 200		
			For Retirement/ Resignation PHP 100		
			For Foreign		



Employment PHP 100	
• For Local Employment PHP 50	

^{*}Scheduled of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012

165. Reassessment/Correction of Property Records

Real Property Owner/s who would like to reassess or correct assessments on their property records requests this service from the City Assessor's Office.

Office or Division:	City Assessor's Of	fice (CAssrO)		
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	Property Owner/s			
CHECKLIST OF RE	QUIREMENTS		WHERE TO S	ECURE
Principal				
Government Issued Iden	ntification Card			GSIS, Pag-IBIG, LTO,
(1 photocopy)		COMELEC,		
Letter request for Reass		Property Ow	/ner	
Correction (1 original co				
Updated payment of Rea	al Property Lax	City Treasur	er's Office	
(1 photocopy)				
Representative		0		
Authorization letter/Spec		Citizen or Client Being Represented		
Attorney (1 original copy		D + 0// DE4 D04 000 0010 D IDIO 1-70		
Government Issued Ider		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,		
the person being represe	ented	COMELEC, OSCA-LGU, Company ID		
(1 photocopy) Government Issued Iden	atification Card of	Doot Office	DEA DOA CCC	CCIC Dog IDIC LTO
		Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, COMELEC, OSCA-LGU, Company ID		
the Representative (1 ph Letter request for Reass				
Correction (1 original co		Person Represented (Property Owner)		
Updated payment of Rea	al Property Tax	City Treasurer's Office		
(1 photocopy)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1. Check and	None	10 Minutes	GENALYN C. DELA
documentary	record			CRUZ
requirements to the	submitted			Administrative Officer IV



assigned personnel	documents;			(CAssrO)
of the City	and endorse it			
Assessor's Office-	to the Deputy-			MA. INES A. ROBIN
Administrative &	in-Charge for			Administrative Aide II
Assessment	assessment.			(CAssrO)
Records				JEMALYN A. LABACO
Management				Administrative Assistant
Division.				V
2171616111				(CAssrO)
		Mana	40 Minutes	
	1.1 Schedule the	None	10 Minutes	Deputy-in-Charge of the area/s where the
	site			property is located
	inspection.			(CAssrO)
2. Proceed to City	2. Issue Official	PHP 40	5 Minutes	Cashier
Treasurer's Office		1111 40	3 Milliates	(CTO)
(CTO) for Correction	Receipt (OR)			(= = ,
Fee payment.	based on			
r ee payment.	submitted			
	Order of			
	Payment to			
	the client.			
3. Present payment	3. Inspect the site	None	2 Hours	Deputy-in-Charge of
receipt to the	and prepare the			the area/s where the
assigned personnel	Field Appraisal			property is located
of the City	Assessment			(CAssrO)
Assessor's Office-	Sheet (FAAS).			ALADDIN LAUREANO
Administrative &				M. GALGAO
Assessment				Local Assessment
Records				Operations Officer IV
Management				(CAssrO)
Division.				ENGR. FERNANDO M.
				FANDIÑO
				CGDH II/City Assessor
				ΙÍ
				(CAssrO)
				MADICCAD
	3.1 Prepare	None	30 minutes	MARISSA R. BACAMANTE
	and process			Administrative Aide I
	the Tax			(CAssrO)
	Declaration.			()
				RICARDO G.
				ESTANILAO



4 Claim the copy revised Tax Declaration from the assigned personnel of the City Assessor's Office-	4. Maintain a copy thereof for file reference.	None	5 Minutes	Data Controller IV (CASSTO) ROVELYN D. AGUILAR Administrative Aide IV (CASSTO) GENALYN C. DELA CRUZ Administrative Officer IV (CASSTO) ENGR. FERNANDO M. FANDIÑO CGDH II/City Assessor (CASSTO) MARISSA R. BACAMANTE Administrative Aide I (CASSTO) GENALYN C. DELA CRUZ Administrative Officer
Administrative & Assessment Records Management Division.				/V (CAssrO)
	TOTAL:	PHP 40	3 Hours	

166. Receiving Criminal Complaints for Inquest Proceedings

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be changed in Court.

Office or Division:	City Prosecutor's Office (CPO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		



W	ho may avail:	All			
	CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE
1.	 Affidavit of Arrest/Apprehension (and Affidavit of Turnover if citizen's Arrest) (1 original copy, 4 + no. of respondent/s photocopies) 		Philippine National Police (PNP)/NBI and Other Law Enforcement Agencies (LEA)		
2.	Investigation Repondent	ort (1 original copy, 4 + /s photocopies) + no. of respondent/s	PNP/NBI/LEA		
	(1 original copy, 4 photocopies)	ainant and witness/es + no. of respondent/s	Complainant a	nd Witness/es	
	the nature of the contract of		Complainant		
5.	5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest (3 copies)		Complainant		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The law enforcer submits the documentary requirements properly bound, arranged, labeled and paged.	1. Check the documents. 1.1 If complete, require the complainant to fill-up the Investigation Data Form (IDF). 1.2 If no Affidavit of Arrest and IDF, return all documents.	None	5 Minutes	Receiving Staff (Docket Section)
2.	Fill out and submit the IDF.	2. Check the completeness of data in the IDF and require the complainant to	None	5 Minutes	Receiving Staff (Docket Section)



		subscribe/ certify under oath the IDF and the complaint/witness (es) affidavit/s.			
3.	Submit to the receiving staff.	3. Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 Minutes	Receiving Staff (Docket Section)
		3.1 Write or stamp the assigned NPS docket number on the IDF.			Docketing Staff (Docket Section)
		3.2 Record the complaint in the appropriate logbook and electronic database, if any.			Records Officer (Records Section)
4.	Receive duly stamped/receive d copy of IDF with assigned NPS docket number and sign in the logbook	4. The law enforcer will proceed directly to the Prosecutor on duty.	None	5 Minutes	Receiving Staff (Docket Section)
5.	Proceed to Prosecutor on duty for Inquest Proceedings.	5. Conduct Inquest Proceeding.	None		Prosecutor on duty (Ground Floor, Hall of Justice Bldg.)
		TOTAL:	None	20 Minutes	



167. Receiving Criminal Complaints for Preliminary Investigation

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

Office or Division:	City Prosecutor's O	City Prosecutor's Office (CPO)		
Classification:	Simple	`		
Type of Transaction:	G2C – Government	to Citizens		
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SECU	RE
 Complaint-affidavit/sworn-statement of witness/es of private complainant/victim (1 original copy, 4 + no. of respondent/s photocopies) 		Complainant		
Affidavit/sworn-statement of witness/es (1 original copy, 4 + no. of respondent/s photocopies)		Witness/es		
3. Supporting Documents depending on the nature of the case (1 original copy, 4 + no. of respondent/s photocopies)		Complainant		
4. Investigation Data Form (1 original copy, 2 photocopy)		СРО		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documentary requirements properly bound, arranged, labeled and paged.	1. Check the documents. 1.1 If complete, require the complainant to fill-up the Investigation Data Form (IDF). 1.2 If incomplete, return all documents.	None	5 Minutes	Receiving Staff (Docket Section)
Fill-out and submit the IDF.	Check the completeness of data in the IDF	None	5 Minutes	Receiving Staff (Docket Section)



		and require the complainant to subscribe/ certify under oath the IDF and the complainant/witn ess (es) affidavit/s			
3.	Certify under oath the information contained in the IDF and complaint/witness (es) affidavits	3. Administer the oath	None	5 Minutes	Prosecutor on-duty
4.	Submit to the receiving staff.	4. Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 Minutes	Receiving Staff (Docket Section)
		4.1 Write or stamp the assigned NPS docket number on the IDF.			Docketing Staff (Docket Section)
		4.2 Record the complaint in the appropriate logbook and electronic database, if any.			Records Officer/ Records Section
5.	Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook	5. The City Prosecutor will assign the case to the investigating	None	5 Minutes	City Prosecutor



prosecutor.			
TOTAL:	None	25 Minutes	

168. Receiving Official Communications

Requests, complaints and other official communications from various departments/offices, National Government Agencies, external clients, etc. addressed to the City Mayor/City Administrator shall proceed to the City Administrator's Office to have the document/s received, for appropriate action.

Office or Division:	City Administrator's	City Administrator's Office (ADMIN) Operations Division -		
	Communication and	Communication and Records Management Section		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	External Clients (Pri	External Clients (Private individual/NGAs, other Local Government		
	Units) and Internal Clients (PCG Executive and Legislative			gislative
		Departments and Offices)		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
Duly signed request, of		Private indiv	idual/NGAs, PCG	i
official communication	/s (1 original or	Department/	Office	
1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
	4 5	BE PAID	TIME	RESPONSIBLE
1. Submit request,	1. Receive and	None	2 Minutes	NERELIE N. BAUTISTA
complaint and/or other official	record the			Administrative
communication	document.			Aide IV
to the Receiving				(ADMIN)
Section of the				
ADMIN.	1.1 Review and	None	2 Minutes	JOHANNA L.
ADIVIIIV.	forward the	INOTIC	2 Williates	OCHOA
	document to			Supervising Administrative
	the City			Officer,
	Administrator			(ADMIN)
	for information			(7 (2 (7 (1)
	and instruction.			
	1.2 Endorse	None	2 Minutes	WILBERT
	received			MICHAEL C.
	document to			MARTINEZ Administrative
	the office			Aide III,
	concerned for			(ADMIN)
	appropriate			(····· ·)



action. 1.3 Follow up actions taken by the office/s concerned and inform the client about it.	None	5 Minutes	NERELIE N. BAUTISTA Administrative Aide IV, (ADMIN)
TOTAL:	None	11 Minutes	

169. Redeeming of Apprehended Driver's License

Redeeming of Apprehended Driver's License from the Pasay Traffic and Parking Management Office.

Office or Division:	Pasay Traffic and Parking Management Office (PTPMO)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Apprehended Motorists		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Principal			
Any Government ID Card (1 original, 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO), National ID	
Ordinance Violation Receipt (OVR) (1 original)		PTPMO	
For Lost Ordinance Viol (OVR):	ation Receipt		
Any Government ID Card (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID	
Duly Notarized Affidavit of Loss (1 original):		Apprehended Motorist Notary Public PTPMO LTO	
Representative			
Authorization Letter (1 original)		Person Represented (Apprehended Motorist)	



Any Covernment ID Co	ard of Porcon	DID Doct Office	e, PSA, SSS, GS	IS COMELEC
Any Government ID Card of Person Represented (Apprehended Motorist)		LTO, National I		is, contieled,
(1 original, 1 photocopy)		LTO, National I		
Any Government ID Ca		BIR Post Offic	e PSA SSS GS	IS COMFLEC
(1 original)	ira or representative	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID		
OVR (1 original)		PTPMO		
For Lost OVR:				
Authorization Letter (1	original)	Person Represented (Apprehended Motorist)		
Any Government ID Ca	ard of Person	BIR. Post Offic	e, PSA, SSS, GS	IS. COMELEC.
Represented (Apprehe		LTO, National I		, , , , , , , , , , , , , , , , , , , ,
(1 original, 1 photocopy	•	,		
Any Government ID Ca		BIR, Post Offic	e, PSA, SSS, GS	IS, COMELEC,
(1 original)	·	LTO, National I	ID	
Duly Notarized Affidavi	t of Loss (1 original):			
 Affidavit of Loss 		Person Repres	ented (Apprehen	ded Motorist)
 Notarization 		Notary Public		
OR (1 photocopy)		PTPMO		
Certificate of Registrati	on of the vehicle	LTO		
(1 original)				
		FEES TO	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	1. Check the			
		BE PAID	TIME	JONATHAN A. DIZA
Present the Original OVR to the Redemption	1. Check the	BE PAID	TIME	JONATHAN A. DIZA Revenue
Present the Original OVR to the Redemption Section of the	Check the veracity and	BE PAID	TIME	JONATHAN A. DIZA Revenue Collection Clerk II
Present the Original OVR to the Redemption	Check the veracity and retrieve the	BE PAID	TIME	JONATHAN A. DIZA Revenue
Present the Original OVR to the Redemption Section of the	Check the veracity and retrieve the submitted OVR.	BE PAID	TIME 10 Minutes	JONATHAN A. DIZA Revenue Collection Clerk II Cashier
Present the Original OVR to the Redemption Section of the	Check the veracity and retrieve the	BE PAID	TIME	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G.
Present the Original OVR to the Redemption Section of the	Check the veracity and retrieve the submitted OVR. Prepare and Issue the order of	BE PAID	TIME 10 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES
Present the Original OVR to the Redemption Section of the	Check the veracity and retrieve the submitted OVR. 1.1 Prepare and	BE PAID	TIME 10 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I
Present the Original OVR to the Redemption Section of the PTPMO.	Check the veracity and retrieve the submitted OVR. Prepare and Issue the order of payment to the client.	BE PAID None	TIME 10 Minutes 5 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I (PTPMO)
Present the Original OVR to the Redemption Section of the PTPMO. Proceed to the	Check the veracity and retrieve the submitted OVR. Prepare and Issue the order of payment to the client. Issue the Official	None Please refer	TIME 10 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I (PTPMO) JONATHAN A.
Present the Original OVR to the Redemption Section of the PTPMO. Proceed to the PTPMO	1. Check the veracity and retrieve the submitted OVR. 1.1 Prepare and Issue the order of payment to the client. 2. Issue the Official Receipt (OR) to	BE PAID None Please refer to the table of	TIME 10 Minutes 5 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I (PTPMO) JONATHAN A. DIZA
Present the Original OVR to the Redemption Section of the PTPMO. Proceed to the PTPMO Cashier's Office	Check the veracity and retrieve the submitted OVR. Prepare and Issue the order of payment to the client. Issue the Official	None Please refer	TIME 10 Minutes 5 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I (PTPMO) JONATHAN A. DIZA Revenue
Present the Original OVR to the Redemption Section of the PTPMO. Proceed to the PTPMO Cashier's Office for the payment	1. Check the veracity and retrieve the submitted OVR. 1.1 Prepare and Issue the order of payment to the client. 2. Issue the Official Receipt (OR) to	BE PAID None Please refer to the table of	TIME 10 Minutes 5 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I (PTPMO) JONATHAN A. DIZA Revenue Collection Clerk II
Present the Original OVR to the Redemption Section of the PTPMO. Proceed to the PTPMO Cashier's Office	 Check the veracity and retrieve the submitted OVR. Prepare and Issue the order of payment to the client. Issue the Official Receipt (OR) to the client. 	Please refer to the table of fees below	TIME 10 Minutes 5 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I (PTPMO) JONATHAN A. DIZA Revenue
Present the Original OVR to the Redemption Section of the PTPMO. Proceed to the PTPMO Cashier's Office for the payment	1. Check the veracity and retrieve the submitted OVR. 1.1 Prepare and Issue the order of payment to the client. 2. Issue the Official Receipt (OR) to	Please refer to the table of fees below Please refer	TIME 10 Minutes 5 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I (PTPMO) JONATHAN A. DIZA Revenue Collection Clerk II
Present the Original OVR to the Redemption Section of the PTPMO. Proceed to the PTPMO Cashier's Office for the payment	 Check the veracity and retrieve the submitted OVR. Prepare and Issue the order of payment to the client. Issue the Official Receipt (OR) to the client. 	Please refer to the table of fees below	TIME 10 Minutes 5 Minutes	RESPONSIBLE JONATHAN A. DIZA Revenue Collection Clerk II Cashier LLORA G. GONZALES Traffic Aide I (PTPMO) JONATHAN A. DIZA Revenue Collection Clerk II



Note:

- * Redeeming of license and/or late number is open from Monday to Friday, 7:00 AM-5:00 PM only. There's no office transaction during Saturdays, Sundays and Holidays.
 - * It should be claimed within five (5) regular working days only. **Additional of 5% penalty per day** according to violation fee will be added after the expiration date indicated in the OVR.
 - * Unclaimed driver's license after the period of redeeming time shall be reported and forwarded to the LTO for appropriate action.

	VIOLATION	FEE
Art. V	Any violation of General Driving Rule:	
	Keeping as far as right as practicable	PHP 500.00
	Overtaking	PHP 500.00
	Use of center lanes of three lanes thoroughfares	PHP 500.00
	Passing vehicles	PHP 500.00
	Giving way to Overtaking vehicles	PHP 500.00
	Drivers not to Obstruct Traffic	PHP 1,000.00
	Driving in Lanes Thoroughfares	PHP 500.00
	Driving through roundabouts and Rotonda	PHP 500.00
	Keeping the Right of double yellow lanes	PHP 500.00
	Driving in bicycle lanes	PHP 500.00
	Driving in reserved lanes	PHP 500.00
	Driving over a yellow box	PHP 500.00
Sec. 6	Erection and interference with Traffic control items	PHP 1,000.00
Sec. 24	Not giving way at intersections	PHP 500.00
Sec. 25	Not giving way during turns	PHP 500.00
Sec. 26	Not giving way to or from parked vehicles	PHP 500.00
Sec. 27	Not giving way to emergency vehicles	PHP 500.00
Sec. 28	Not giving way to vehicles while leaving or entering a road	PHP 500.00
Sec. 29	Not giving way at roundabout and Rotonda	PHP 500.00
Sec. 55 (i)	Non-payment of Parking Fee	PHP 400.00+towing fee
Sec. 58	Driving under the influence of drugs or liquor	PHP 500.00
Sec. 72	Improper riding bicycle or tricycle	PHP 500.00
Sec. 73 (d)	Driving outside Bicycle Lane	PHP 200.00
	Driving tricycle on National Road	PHP 500.00
Sec. 73 (f)		+impoundment of tricycle
Sec. 89	Load not properly secured	PHP 100.00
Sec. 91 (a)	Violation of bridge load limit or limit in the use of bridge	PHP 500.00
Sec. 91 (b)	Violation of speed limit or limit in the use of bridge	PHP 500.00



Sec. 97 (b)	Violation of license restriction	PHP 150.00
Sec. 97 (c)	Failure to carry/ show/ surrender Driver's License	PHP 150.00
Sec. 97 (d)	Failure to show/ carry vehicle registration	PHP 150.00
Sec. 97 (e)	Driving in sando's / slippers	PHP 150.00
Sec. 101	Road Worthiness of Motor Vehicle	PHP 2,500.00
		+impounding
Sec. 102 (a)	"Kabit System"	PHP 2,500.00+
		recommended cancelation
		of franchise
Sec. 103 (a)	Lack of Accessories of taxicabs	PHP 300.00
Sec. 104 (a)	Improper uniform	PHP 500.00
Sec. 104 (b)	Discrimination of passenger/ Trip cutting	PHP 1,000.00
Sec. 104 (c)	Violation Pedestrian Crossing	PHP 500.00
Sec. 105	Violation Restrictions on Pedestrian	PHP 200.00
Sec. 107	Violation Restriction on Pedestrian	PHP 500.00
Sec. 110	Following trucks and other emergency vehicles	PHP 500.00
Sec. 113	Driving through funeral or other processions	PHP 500.00
Sec. 114	Violation Restriction on animal and livestock	PHP 500.00
Sec. 117	Improper opening of doors and alighting from vehicles	PHP 150.00
Sec. 118	Improper use of horns, warning instruments	PHP 1,000.00
Sec. 145	DOTC Dep't. Order No. 96-693- Colorum	PHP 2,000.00
Art. XIII	Violation of procedures involving Traffic Accidents	PHP 300.00
Art. XV	Violation or non-compliance with any section or article	PHP 500.00
	regarding lighting, warning signs, equipment	
NOTE:	For the 2nd and subsequent offenses, the penalties	Not to exceed
	shall be 2x the value of the most recent fines on	PHP 2,500.00 per violation
	record whether the same had been paid or not	
	For Habitual Offenders, or when the violation	PHP 10,000.00+
	involved properly damage or loss of life, the Traffic	cancellation of driver's
	and Parking Management Office shall seek the	license
	cancellation of the driver's license through Land	
	Transportation Office (LTO)	

METRO MANILA TRAFFIC CODE	FEE
Disregarding Traffic Sign	PHP 1,000.00
Illegal Parking Attended	PHP 1,000.00
Illegal Parking Unattended	PHP 2,000.00
Unified Vehicle Volume Reduction Program (Number Coding Scheme)	PHP 500.00
Truck Ban	PHP 3,000.00
Light Truck Ban	PHP 2,000.00



		PHP 1,000.00/
		PHP 1,000.00/ PHP 2,000.00/
	Reckless Driving	PHP 2,000.00/ PHP 2,000.00 w/seminar
		FHF 2,000.00 W/Seminal
	Tricycle Ban	PHP 500.00
	Obstruction	PHP 1,000.00
	Dunna Carlo for Matarayalan	PHP 500.00/PHP 750.00/
	Dress Code for Motorcycles	PHP 1,000.00
	Overloading	PHP 1,000.00
	Defective Motor Vehicle Accessories	PHP 1,000.00
	Unauthorized Modification	PHP 2,000.00
	Arrogance/Discourteous Conduct	PHP 500.00
	Loading and Unloading in Prohibited Zones	PHP 1,000.00
		PHP 2,000.00/
	Illegal Counterflow	PHP 5,000.00
	Over Speeding	PHP 1,000.00
		PHP 1,000.00/
		PHP 2,000.00/
	Failure to Use Seatbelt	PHP 5,000.00 w/1 week
		suspension of driver's
		license
		PHP 1,000.00/
		PHP 2,000.00/
	Failure Use Child Restraint System (CRS)	PHP 5,000.00 w/1-year
		suspension of driver's
		license
		PHP 1,500.00/
	No Motorcycle Helmet	PHP 3,000.00/
	No Motorcycle Heimet	PHP 5,000.00/
		PHP 10,000.000
	Use of Helmet with No ICC Markings	PHP 3,000.00/
	Ose of Figure Will No ICC Warkings	PHP 5,000.00
		PHP 3,000.00/
		PHP 5,000.00/
	Violation of Children's Safety on Motorcycle Act	PHP 10,000.00
		3rd offense revocation of
		driver's license
		PHP 5,000.00/
		PHP 10,000.00/
	ADDA (Anti-Distracted Driving Act Using Cellphone)	PHP 15,000.00 w/
	ADDA (Anti-Distracted Driving Act Using Celiphone)	3 months suspension of
		driver's license
		PHP 20,000.00



	w/revocation of driver's
	license

170. Redeeming of Impounded Vehicles

This service concerns the procedural process of how to redeem impounded vehicles from Pasay Traffic and Parking Management Office. Initially, the client shall pay for the violation penalty fee to the Redemption Section before proceeding to Impounding Section.

Office or Division:	Pasay Traffic and Parking Management Office (PTPMO)	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE
Principal		
Any Government ID Card (1 original, 1 photocopy)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO), National ID
Ordinance Violation Received (1 original)	pt (OVR)	PTPMO
Official Receipt and Certif Registration (ORCR) (1 pl	notocopy)	LTO
For Lost Ordinance Violation (OVR):	ation Receipt	
Any Government ID Card (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID
Duly Notarized Affidavit of Loss (1 original) - Affidavit of Loss		Apprehended Motorist
- Notarization Emission Test Result (1 o	riginal)	Notary Public Any Accredited Emission Test Center of the Land of Transportation Office (LTO)
Certificate of Registration of the vehicle (1 original)		LTO
REPRESENTATIVE		
Authorization Letter (1 original		Person Represented (Apprehended Motorist)
Any Government ID Card of Person Represented (Apprehended Motorist) (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, National ID
Any Government ID Card of		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO,



Representative (1 o	original)	National ID		
OVR (1 original)		PTPMO		
ORCR (1 photocopy)		LTO		
	e Violation Receipt			
(OVR):	•			
Authorization Letter	r (1 original)	Person Repres	sented (Apprehen	ded Motorist)
Any Government ID	Card of Person	BIR, Post Offic	e, PSA, SSS, GS	IS, COMELEC, LTO,
Represented (Appr	•	National ID		
(1 original, 1 photod				
Any Government ID			e, PSA, SSS, GS	IS, COMELEC, LTO,
Representative (1 c		National ID		
Emission Test Res	ult (1 original)			enter of the Land of
O colling to the Colling		Transportation	Office (LTO)	
	tration of the vehicle	LTO		
(1 original)		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the OVR issued by the Redemption office to the Impounding Section of	Check the veracity of the OR and retrieve the Towing Information Form (TIF).	None	3 Minutes	NELSON S. TANAY Traffic Aide I (PTPMO)
PTPMO.	1.1 Prepare and issue the order of payment to the client.		3 Minutes	
2. Proceed to the Impounding Section Cashier's Office, PTPMO for the payment of fees.	2. Issue the OR to the client.	Please refer to the table fees below	3 Minutes	NELSON S. TANAY Traffic Aide I (PTPMO)
	TOTAL:	None	9 Minutes	

Under City Ordinance 2916 series of 2004, Impounded Vehicles shall be penalized as follows;		
TYPE/ LOAD OF VEHICLES	FINES	
Class A (Cars, Jeepney and Light		



Vehicles)	PHP 1,000.00
Class B (Delivery Vans, Trucks not more than 4,000 kilos gross weight)	PHP 1,500.00
Class C (Buses, Trucks Heavy Equipment of more than 4,000 kilos gross weight)	PHP 1,800.00
Share of the City in the Impounding fees shall be 5%	

171. Registration and Processing of Court Decree

The registration of Court Decree (decision/order/resolution and its Certificate of Finality), annotation of civil registry document affected by the court decree can be secured at the Local Civil Registry Office. At the same time, this Office issues certified copies of the court decree and annotated civil registry document.

Office or Division:	Local Civil Registry Office (LCRO)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE
Principal:		
Decision from Pasay Cit	ty RTC	
Certified true copy of the	Court Decree	RTC branch where the court decree was issued
(3 original)		
Certified true copy of the	Certificate of	RTC branch where the court decree was issued
Finality (3 original)		
Foreign Court Decree (1 CTC),		LCR Office of Manila (in case the Foreign Court Decree
(In case of a Recognition of Foreign Court		was registered in Manila prior to the court proceeding)
Decree)		or
		RTC branch where the court decree was issued
Civil Registry document a	iffected by the	LCR Office where the civil registry document was
decision (1 photocopy)		registered
Decision from another locality		
Certificate of Registration (1 original,		LCR Office of the city or municipality where the court
2 CTC)		decree was issued
Certificate of Authenticity	(1 original, 2 CTC)	LCR Office of the city or municipality where the court
		decree was issued



Descriptored Court Descript (2 CTC)	LCD Office of the city or recognising life cuberns the count
Registered Court Decree (3 CTC)	LCR Office of the city or municipality where the court decree was issued
Cartificate of Finality (2 CTC)	
Certificate of Finality (3 CTC)	LCR Office of the city or municipality where the court decree was issued
Registered Foreign Court Decree	LCR Office of Manila (in case the Foreign Court Decree
(1 CTC)	was registered in Manila prior to the court proceeding)
(In case of a Recognition of Foreign Court	or
Decree)	LCR Office of the city or municipality where the court
	decree was issued
Civil registry document to be annotated	Philippine Statistics Authority (PSA)
(1 photocopy)	
Confirmation of Divorce issued by a	
Shari'a Court	
Certified true copy of the Court Decree	Circuit Registrar where the Shari'a Court Decree was
(3 original)	issued
Certified true copy of the Certificate of	Circuit Registrar where the Shari'a Court Decree was
Finality (3 original)	issued
Certificate of Divorce	Circuit Registrar where the Certificate of Divorce was
(2 CTC)	registered
Joint Affidavit of Ratification of Marriage	Circuit Registrar where the legal instrument was
(2 CTC)	registered
Certificate of Conversion to Islam of each	Circuit Registrar where the Certificate of Conversion to
spouse who converted to Islam	Islam was registered
(2 CTC)	
Civil Registry document affected by the	PSA
decision (1 photocopy)	
Representative:	
Decision from Pasay City RTC	
Authorization Letter (1 original)	Person Represented (Petitioner/Document Owner)
Valid Government ID Card of the person/s	Bureau of Internal Revenue (BIR), Philippine Postal
represented (Petitioner)	Corporation (Post Office), Philippine Statistics Authority
(1 original, 1 photocopy)	(PSA), Social Security System (SSS), Government
	Service Insurance System (GSIS), Commission on
	Election (COMELEC), Land Transportation Office (LTO)
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original, 1 photocopy)	
Certified true copy of the Court Decision	RTC branch where the court decree was issued
(3 original)	
Certified true copy of the Certificate of Finality (3 original)	RTC branch where the court decree was issued
Foreign Court Decree (1 CTC),	LCR Office of Manila (in case the Foreign Court Decree
(In case of a Recognition of Foreign Court	was registered in Manila prior to the court proceeding)
Decree)	or
Deci ee)	UI



	RTC branch where the decision was rendered
Civil Registry document affected by the	LCR Office where the civil registry document was
decision (1 photocopy)	registered
Decision from another locality	
Authorization Letter (1 original)	Person Represented (Petitioner/Document Owner)
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (Petitioner)	
(1 original, 1 photocopy)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original, 1 photocopy)	
Certificate of Registration (1 original,	LCR Office of the city or municipality where the court
2 CTC)	decree was issued
Certificate of Authenticity (1 original, 2 CTC)	LCR Office of the city or municipality where the court
	decree was issued
Registered Court Decision (3 CTC)	LCR Office of the city or municipality where the court
, ,	decree was issued
Certificate of Finality (3 CTC)	LCR Office of the city or municipality where the court
	decree was issued
Registered Foreign Court Decree	LCR Office of Manila (in case the Foreign Court Decree
(1 CTC)	was registered in Manila prior to the court proceeding)
(In case of a Recognition of Foreign Court	or
Decree)	LCR Office of the city or municipality where the court
	decree was issued
Civil registry document to be annotated	PSA
(1 photocopy)	
Confirmation of Divorce issued by a	
Shari'a Court	D
Authorization Letter (1 original)	Person Represented (Petitioner/Document Owner)
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (Petitioner)	
(1 original, 1 photocopy)	DID Dark Office DOA COO COLO COMELEO LEO
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original, 1 photocopy)	Cinquit Desistan when the Chemits Count Desire
Certified true copy of the Court Decree	Circuit Registrar where the Shari'a Court Decree was
(3 original)	Circuit Pagistrar where the Shari's Court Decree was
Certified true copy of the Certificate of	Circuit Registrar where the Shari'a Court Decree was
Finality (3 original)	Circuit Registrer where the Certificate of Diverse was
Certificate of Divorce (2 CTC)	Circuit Registrar where the Certificate of Divorce was
Joint Affidavit of Patification of Marriage	registered Circuit Registrar where the legal instrument was
Joint Affidavit of Ratification of Marriage (2 CTC)	Circuit Registrar where the legal instrument was registered
Certificate of Conversion to Islam of each	<u> </u>
spouse who converted to Islam (2 CTC)	Circuit Registrar where the Certificate of Conversion to Islam was registered
LENGUER WIND CONVERTED TO ICIOM 1911 11 1	



Civil Registry documer decision (1 photocopy)		Philippine Statistics	Authority (PSA)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the registration officer/clerk at the Local Civil Registry Office, and mention the number of certified copies to be requested.	 Review for jurisdiction, correctness, completeness of the documents. Once reviewed, issue the order of payment for applicable fees 	None	6 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO) or ROMULO C. TRESVALLES City Civil Registrar (LCRO)
2. Pay the required fee at the City Treasurer's Office.	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	 Registration Fee (RF) – PHP 500 Computerization Fee (CF) – PHP 20 Legal Research (LR) – PHP 10 Certificate of Registration (CR) – PHP 50/pc Certificate of Authenticity (CA) – PHP 50/pc Certified true copy of Court Decree (CTCCD) – PHP 50/page 	5 Minutes	Teller (CTO)





	of the court decision and certificate of finality; certified true copy of the certificate of registration and authenticity if decision is from other locality, certified copy of the registered foreign court decision 3.5. Prepare the annotation and certified copy of the annotated			
	civil registry document			
	3.6. Sign the documents for release.			ROMULO C. TRESVALLES City Civil Registrar (LCRO)
4. On date of release, present the claim stub at the LCRO releasing window.	4. Verify the document being claimed; and release the number of sets requested to the client.	None	1 Minute	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
5. Sign the logbook at the LCRO releasing window, and receive the documents and instructions.	5. Instruct the client to proceed to the government agency, which concerns the next process, and submit the documents thereat. 5.1 Place the	None	2 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)



appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	Registration of Court Decree: RF + [(CR + CA + CTCCD) x (no. of requested copy)] = A Registration of Court Decree with annotation: A + AF + (CTCCRD x no. of requested copy) = B Registration of Court Decree with Registration of Foreign Divorce: A + RF + CR + (CTCCD x no. of requested copy) = C Registration of Court Decree with Registration of Foreign Divorce: A + RF + CR + (CTCCD x no. of requested copy) = C Registration of Court Decree with Registration of Court Decree with Registration of Foreign Divorce with annotation:	5 Days and 16 Minutes (excluding turnaround time for verification of authenticity)	



172. Registration for Electronic Mamamayan ID for Residents of Pasay City (EMI PORTAL)

Securing Electronic Mamamayan ID from Pasay City Barangay Bureau to avail financial assistance and other government related services.

Office or Division:	Pasay City Barangay E	Bureau (PCBB))	
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Pasay City Residents			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
Government Issued Identif	ication (ID) Card	· ·	DFA, PSA, SSS, G	SIS, Pag-IBIG,
(1 original, 1 photocopy)		LTO, COMEL		
Barangay ID Card (Optional		Barangay Ha	II	
any Government Issued IE	Card)			
Email Address (1 active)		Pasay City R		
Mobile Number (1 registered	ed)			es (Smart, Globe,
	<u> </u>	TalkNText, et	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Access the online EMI ePortal website of Pasay City https://pasayemi.ph then click the WEB PORTAL. 1.1 Click the "Sign Up" button to proceed with the registration and accomplished all the required information. 1.2 Click the "Valid ID/Certificate Type" then upload the photo of ID Card. 1.3 Click the Camera Button at the upper part of the interface to take a "selfie" and	Check the web portal and process the online application of the resident.	None	5 minutes	KHRISTINA B. BERMUDEZ Community Affairs Assistant II (PCBB)



ID, then click "SUBMIT".	2. After the successful registration, inform the resident to notify their barangay secretary for the verification of his/her Citizens Registration Management System (CRMS) account.	None	5 Minutes	UAREN YOBIE A. BERNABE Administrative Aide IV (PCBB)
	IOIAL	140110	o minutes	

173. Registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgment or Admission of Paternity and Affidavit to Use the Surname of the Father)

Securing a registration of Deed/Affidavit of Legitimation, Affidavit of Acknowledgment or Admission of Paternity and Affidavit to Use the Surname of the Father from the Local Civil Registry Office.

Office or Division:	Local Civil Registry Office (LCRO)		
Classification:	Complex		
Type of Transaction:	G2C – Governme	ent to Citizen	
Who may avail:	Document Owner	, Parents/Guardians of the Document Owner	
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
Acknowledgment/Admiss	sion of Paternity		
Copy of the registered Cert	ificate of Live	PSA or LCRO	
Birth (1 original, 1 photocor	oy)		
Duly notarized Affidavit of Acknowledgment		Notary Public	
or Admission of Paternity (4 original)			
Two (2) documents to prove filiation, e.g.		Acknowledging Father	
SSS, PHILHEALTH, GSIS, ITR, Diary			
(1 original)			
Personal Appearance of the Father		Father	
Valid Government ID Card of the Father		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO	
(1 original, 1 photocopy)			



Affidavit to Use the Surname of the	
Father (AUSF) - R.A. 9255	
Applicable to a child born on or after August	
3, 1988, and whose filiation had been	
expressly established by the father at the	
back of the registered Certificate of Live	
Birth or in a duly registered separate public	
instrument.	
Copy of the registered Certificate of Live	PSA or LCRO
Birth (1 original, 1 photocopy)	
Duly notarized Affidavit to Use the Surname	Notary Public
of the Father executed by the	
mother/guardian or the child, if the child is	
aged 7 years old and above Duly Notarized Sworn Attestation of the	Notary Public
mother/guardian if the child aged 7 -17	Notary Public
years old executed the AUSF	
Personal Appearance of the	Mother/Guardian/Child
Mother/Guardian and/or Child	
Valid Government ID Card of the	DEP-Ed/CHED Accredited School, BIR, Post Office,
Mother/Guardian and/or Child	PSA, SSS, GSIS, COMELEC, LTO
(1 original, 1 photocopy)	
Legitimation	
Applicable to a child whose filiation had	
been expressly established by the father at	
the back of the registered Certificate of Live	
Birth or in a duly registered separate public	
instrument.	DOA LODO
Copy of the registered Certificate of Live	PSA or LCRO
Birth (1 original, 1 photocopy) Duly notarized Joint Affidavit/Deed of	Notary Public
Legitimation (4 original)	Notally 1 dolle
Duly notarized Affidavit of Consent of the	Notary Public
child, if child subject for legitimation is 18	
years and above	
Registered Certificate of Marriage of parents	PSA
(1 original, 3 photocopies)	
Advisory on Marriages (CRS Form No. 5) or	PSA
Certificate of No Marriage (CENOMAR) of	
parents (1 original, 2 photocopies for each	
parent)	



A managed and a maticina de	-f NA	DOA		-
Annotated Certificate of Marriage of the		PSA		
parent previously mar	ried but was declared			
void ab initio				
Registered Court Decision and Certificate of		LCR Office where the court decree for declaration of		
			ge was registered	ioi deciaration oi
Finality of the Declara	tion of Nullity of	Trainty of marriag	je was registered	
Marriage				
Personal Appearance	of Parents	Parents		
Valid Government ID			al Revenue (BIR), I	Philippine Postal
(1 original, 1 photocop				e Statistics Authority
	,,		ecurity System (SSS	
		Service Insurance	ce System (GSIS),	Commission on
			LEC), Land Transp	ortation Office (LTO)
	the deceased parent,	PSA		
if applicable (1 origina	I, 3 photocopies)		Г	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
OLILITI OTLI O	/ CENT / CHOICE	BE PAID	TIME	RESPONSIBLE
1. Submit the	Review for	None	6 Minutes	ROD-JAN S.
required	jurisdiction,			POLIDARIO
documents to the	correctness,			Registration Officer II (LCRO)
registration	completeness of			(LCKO)
officer at the	the documents.			
Local Civil				
Registry Office.	1.1. Once checked,			
	issue order of			
	payment for			
	registration fee,			
	annotation fee,			
	certified copy of			
	the annotated			
	COLB and			
	computerization fee to the client.			
	iee to the chent.			
2. Pay the required	2. Issue Official	For	5 Minutes	Teller
fees at the City	Receipt (OR)	Acknowledgm		(CTO)
Treasurer's	based on	ent/ Admission		
Office	submitted order of	of Paternity		
		(AAP) –		
	payment from the	PHP 100		



	LCRO.			
	LONO.	For AUSF – PHP 100		
		For Legitimation (AOL) – PHP 100		
		Annotation Fee (AF) – PHP 100		
		Certificate of Registration (CR) – PHP 50		
		CTC of COLB (CTCCOLB) – PHP 50		
		CTC of the registered L.I. (CTCLI) – PHP 50		
		Computerization Fee (CF) – PHP 20		
3. Present OR to the registration officer at the Local Civil Registry Office	3. Verify OR, issue claim stub indicating the date and time of release	None	5 Days and 2 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO) or
	3.1 Assign/inscribe registry number to the legal instrument.			ROMULO C. TRESVALLES City Civil Registrar (LCRO)
	3.2 Prepare the annotation,			



	Certification of Registration, certified true copies of the registered legal instrument, un- annotated COLB, annotated COLB, and Certificate of Marriage, in case of legitimation.			
4. On release date, present the claim stub at the Local Civil Registry Office releasing window.	 4. Verify and release the requested document. 4.1 Verify the document being claimed. 4.2 Record the name of the child and the claiming party in the release logbook 4.3 Release Certification, Certified true copies of registered legal instrument and annotated COLB for submission to PSA 	None	3 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)
5. Sign the logbook at the Local Civil Registry Office releasing	5. Place the appropriate remarks in the logbook upon	None	3 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO)



TOTAL: For Acknow-ledgment/ Admission of Paternity – AAP + AF + CR (x2) + CTCCOLB(x2) + CTCLI(x2) + CF = PHP 520 For AUSF – AUSF + AF + CR (x2) + CTCCOLB(x2) CTCLI(x2) + CF = PHP 520 For AUSF – AUSF + AF + CR (x2) + CTCCOLB(x2) CTCLI(x2) + CF = PHP 520 For Legitimation – AOL + AF + CR (x2) + CTCCOLB(x2) CTCLI(x2) + CF = PHP 520 For Acknow-ledgment with AUSF – AAP + AUSF + AF + CR (x2) + CTCCOLB(x2) CTCCOLB(x2) CTCCOLB(x2) CTCCOLB(x2) CTCCOLB(x2)	window.	issuance of the requested document, and keep the records for future file/reference.		
For Acknow-		IOIAL:	ledgment/ Admission of Paternity – AAP + AF + CR (x2) + CTCCOLB(x2) + CTCLI(x2) + CF = PHP 520 For AUSF – AUSF + AF + CR (x2) + CTCCOLB(x2) CTCLI(x2) + CF = PHP 520 For Legitimation – AOL + AF + CR (x2) + CTCCOLB(x2) CTCLI(x2) + CF = PHP 520 For Acknow- ledgment with AUSF – AAP + AUSF + AF + CR (x2) + CTCCOLB(x2) + CTCLI(x2) + CTCCOLB(x2) + CTCCOLB(x2) + CTCCOLB(x2) + CTCLI(x2) + CF PHP 620	



ledgment + Legitimation –
AAP + AOL + AF + CR (x2) +
CTCCOLB(x2) + CTCLI(x2) +
CF PHP 620

174. Release of Confiscated Goods from Sidewalk Vendors

The Pasay City Environment and Natural Resources Office enforces vendor control operations for a maximum of sixteen (16) hours at two (2) shifts per day.

Office or Division:	Pasay City Enviro	nment and Natu	ıral Resources Of	fice (PCENRO)
Classification:	Simple			
Type of Transaction:		nt to Citizen		
Who may avail:	Vendors			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE
Barangay Certificate (1 photocopy)	Barangay Hall		
Government Issued I.I (1 photocopy)	D. Card	BIR, Post Office	ce, PSA, SSS, GS	SIS, COMELEC,
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to PCENRO for the inventory of the number of goods confiscated.	1. Issue a claim stub to the vendor, which indicates the time and date of redemption; then, issue order of payment.	None	3 Minutes	ENCARNITA A. IDIOMA, Administrative Assistant II, (PCENRO)
2. Pay the amount indicated in the order of payment to the City Treasurer's Office (CTO).	2. Receive the payment and issue Official Receipt (OR) to the vendor.	1-2 Sacks of confiscated goods – PHP 1,000 3 or more sacks of confiscated goods –	3 Minutes	Cashier, (CTO)



		PHP 2,000		
3. Present the OR to the warehouseman of PCENRO for the release of confiscated goods.	3. Release the goods immediately upon verifying the official receipt presented.	None	4 Minutes	RONALD RAE M. SALVADOR, Supervising Administrative Officer (PCENRO)
	TOTAL:	1-2 Sacks of confiscated goods – PHP 1,000 3 or more sacks of confiscated	10 Minutes	
		goods – PHP 2,000		

175. Releasing/Issuance of Property, Plant and Equipment

General Services Office takes charge in the procurement and releasing of property, plant and equipment requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	All Offices/Departments of the City Government and National Government				
	Agencies assigned in the City				
CHECKLIST OF R					
Approved Property Acknown (PAR) (1 original, 2 duplic		gement Receipt	Requesting Department/Office/Agency		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Property Acknowledgement Receipt (PAR).	1.	Check and verify completeness of required signatures in	None	2 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)



	the form.			
Receive the requested property/ies included in the PAR.	2. Release the property/ies available in the Stock Room as included in the PAR of the requesting office/ department. 2.1 Check and sign the PAR and release a copy to the end-user office/ department.	None	45 Minutes 3 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	TOTAL:	None	50 Minutes	

176. Releasing/Issuance of Semi-Expendable Property

General Services Office takes charge in the procurement and releasing of semi-expendable property requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices/Departments of the City Government and National Government			
	Agencies assigned in t	he City		
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE			
Approved Inventory Cust (2 original, 2 duplicate)	odian Slip (ICS)	Requesting Department/Office/Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Inventory Custodian Slip (ICS).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)



	T =		T	
Receive the requested items/supplies included in the ICS.	 2. Release the items available in the Stock Room as included in the ICS of the requesting office/ department. 2.1 Retain a copy of the ICS for GSO file. 	None	1 Hour	MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
	2.2 Prepare Report of Semi- Expendable Property Issued (RSPI) and its transmittal.	None	30 Minutes	ARCHIBALD C. BAJADA Administrative Officer II (GSO) MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant
	2.3 Check the RSPI and sign the transmittal for submission to the Office of the City Accountant.	None	3 Minutes	III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)
	TOTAL:	None	1 Hour and 35	



	Minutes	

177. Releasing/Issuance of Supplies and Materials

General Services Office takes charge in the procurement and releasing of supplies requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division:	General Services Offic	e (GSO)		
Classification:	Simple	,		
Type of Transaction:	G2G – Government to	Governmen	t	
Who may avail:	All Offices/Department	•	Government and	National Government
	Agencies assigned in t	he City		
CHECKLIST OF R			WHERE TO S	SECURE
Approved Requisition & (2 original, 2 duplicate)	,	·	g Department/Offic	ce/Agency
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Requisition and Issue Slip (RIS).	1. Check and	None	2 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)
Receive the requested items/supplies include in the RIS.		None	1 Hour	MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant III (GSO)
	2.2 Prepare Summary of Supplies and Materials Issued (SSMI) and its transmittal.	None	30 Minutes	ARMAND D. RIVERA Administrative Officer II (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO)



2.	2.3 Check the SSMI and sign the transmittal for submission to Office of the City Accountant.	None	3 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO)
	TOTAL:	None	1 Hour and 35	
			Minutes	

178. Renewal of Contracts for Lot/Niches and Apartments

Existing lease holders for cemetery lots/niches & apartments must renew their contracts sixty (60) days prior to the end of the period stated in the contract at the PCPCC. Failure to do so will be a ground for the termination of the lease. Apartment spaces can only be renewed up to a maximum period of five (5) years.

Office or Division:	Pasay Public Ce	Pasay Public Cemetery & Crematorium (PCPCC)			
Classification:	Simple	Simple			
Type of Transaction	G2C – Governme	ent to Citizen			
Who may avail:	All				
CHECKLIST OF R	REQUIREMENTS		WHERE TO SEC	URE	
Old contract of lease	(1 photocopy)	Document Owne	er		
Official Receipt of upo	lated payment of	City Treasurer's	Office (CTO)		
lease (1 original or 1 p	ohotocopy)				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Submit copy of	 Verify the 	None	5 Minutes	BELEN N. INTERIA	
the old contract	details of the			Administrative Aide	
of lease and the	old lease			/V (PCPCC)	
Official Receipt	contract,			(1 01 00)	
of updated	compute the			JASON P.	
payment to the	necessary fees			PUMIKPIK	
PCPCC.	for its renewal,			Administrative Aide	
	and encode			(PCPCC)	
	relevant details			(FCFCC)	
	for the new			DANTE C. BEGASA	
				Cemetery Caretaker	
	contract.			(PCPCC)	



2.	Proceed to the	2.		Rental Rates:	5 Minutes	CHRISTOPHER Y. DECENA
	assigned City Treasurer's Office (CTO) teller at the Cemetery Office, 2 nd floor, and pay the required fees.		Receipt (OR) based on submitted Order of Payment to the client.	For Niche and Lot – Niche PHP 200.00 per year (for every first two bottom layers) Lot PHP 115.00 per year per lot (1 x 2.3 meters) For Apartment	5 iviiilutes	DECENA Administrative Aide II (CTO)
				Type Niches – PHP 150.00 per year (PHP 750.00 for five years) (Per Ordinance No.		
				3992, S-2007)		
3.	Submit the OR to the PCPCC for the issuance of new contract.	3.	Release the new Contract of Lease upon signature of the same to the client.	None	5 Minutes	MARIVIC DG. NILLO Officer-In-Charge (PCPCC)
			TOTAL:	Rental Rates:	15 Minutes	
				For Niche and Lot – Niche PHP 200.00 per		



	year (for every	
	first two	
	bottom layers)	
	Lot PHP	
	115.00 per	
	year per lot (1	
	x 2.3 meters)	
	·	
	For Apartment	
	Type Niches –	
	PHP 150.00	
	per year (PHP	
	750.00 for	
	five years)	
	/ -	
	(Per	
	Ordinance No.	
	3992, S-2007)	

179. Renewal of Franchise and/or Mayor's Permit of Tricycle or Pedicab

This service is for the renewal of Franchise and Mayor's Permit of tricycle and pedicab owners/operators from the Tricycle Pedicab Franchising Regulatory Office. Tricycle and Pedicab Franchise is renewable every three (3) years while Mayor's Permit should be renewed annually.

Office or Division:	Tricycle/Pedic	cab Franchising Regulatory Office (TPFRO)			
Classification:	Simple				
Type of Transaction:	G2C – Govern	nment to Citizen			
Who may avail:	Tricycle and p	pedicab owners/operators under the Pasay City			
		pperating these vehicles for business whose Mayor's			
	Permit to Ope	rate and Franchise are approaching its expiration date.			
CHECKLIST OF REQUI	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
For Renewal of Franchise	of Tricycle				
PRINCIPAL					
Duly Accomplished Applicat	ion Form:				
- Application Form		TPFRO			
 Details/information to be indicated 		Tricycle Owner/Operator			
in the application form					
Previous Mayor's Permit to Operate (1 original)		TPFRO			



Previous Authority for Tricycle Service/	
Franchise (1 original)	TPFRO
Community Tax Certificate with an	
Annual Gross Income of PHP 100,000	City Treasurer's Office (CTO)
(1 photocopy)	City Trododior Comoc (CTC)
Official Receipt and Certificate of	
Registration (O.R. & C.R.) of unit	LTO
(1 photocopy)	
Barangay Certificate; should be a	
resident of the city (1 original)	Barangay Hall
Voter's ID Card or Voter's Certificate;	
should be a registered voter of the city	COMELEC
(1 photocopy)	
Local Tricycle Operators and Drivers	
Association (TODA) Certificate	Local TODA President
(1 original)	
Accredited Tricycle Federation	Unified Federation Tricycle Operators and Drivers
Certification (1 original)	Association of Pasay (UFTODAP) President
REPRESENTATIVE	
Authorization letter (1 original)	Person represented (Tricycle Owner/Operator)
Any Government Issued ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
person represented (1 photocopy)	
Any Government Issued ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 photocopy)	
Duly Accomplished Application Form:	
- Application Form	TPFRO
- Details/information to be indicated	Person represented (Tricycle Owner/Operator)
in the application form	
Previous Mayor's Permit to Operate	TPFRO
(1 original)	
Previous Authority for Tricycle Service/	TPFRO
Franchise (1 original)	
Community Tax Certificate with an Annual Gross Income of PHP 100,000	City Treasurer's Office
(1 photocopy)	Oity Treasurer's Office
Official Receipt and Certificate of	
Registration (O.R. & C.R.) of the Unit	LTO
(1 photocopy)	
Barangay Certificate; should be a	
resident of the city (1 original copy)	Barangay Hall
Voter's ID Card or Voter's Certificate;	
should be a registered voter of the city	COMELEC
and a bold regional veter of the only	1



(1 photocopy)	
Local Tricycle Operators and Drivers	
Association (TODA) Certificate	Local TODA President
(1 original)	
Accredited Tricycle Federation	Unified Federation Tricycle Operators and Drivers
Certification (1 original)	Association of Pasay (UFTODAP) President
For Renewal of Franchise of Pedicab	
PRINCIPAL	
Duly Accomplished Application Form:	
- Application Form	TPFRO
- Details/information to be indicated in	Pedicab Owner/Operator
the application form	
Previous Mayor's Permit to Operate	TPFRO
(1 original)	11110
Previous Authority for Pedicab Service/	TPFRO
Franchise (1 original)	11110
Community Tax Certificate with an	
Annual Gross Income of PHP 50,000	City Treasurer's Office
(1 photocopy)	
Proof of Unit Possession (any of the	
following documents):	D'a de Olas
- Official Receipts (O.R.) of the	Bicycle Shop
bicycle unit (1 photocopy) or	Radical Owner/Orange
- Affidavit of Ownership (1 original)	Pedicab Owner/Operator
Or Dood of Sale of the unit (1 original)	Padicab Owner/Operator
Deed of Sale of the unit (1 original) Barangay Certificate; should be a	Pedicab Owner/Operator
resident of the city (1 original)	Barangay Hall
Voter's ID Card or Voter's Certificate;	
should be a registered voter of the city	COMELEC
(1 photocopy)	OUVILLED
Local Pedicab Operators and Drivers	
Association (PODA) Certificate	Local PODA President
(1 original)	
Recognized Pedicab Federation	Pasay Federation of Pedicab Operators & Drivers
Certification (1 original)	Association Inc. (Pasay Fed PODA) President
REPRESENTATIVE	, , ,
Authorization letter (1 original)	Person represented (Pedicab Owner/Operator)
Any Government Issued Identification	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Card of the person represented	
(1 photocopy)	
Any Government Issued Identification	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Card of the Representative (1 photocopy)	



Duly Accomplished A - Application For		TPFRO		
- Details/informa in the application	tion to be indicated on form	Person represented (Pedicab Owner/Operator)		
Previous Mayor's Per (1 original)	mit to Operate	TPFRO		
Previous Authority for Franchise (1 original)		TPFRO		
Community Tax Certif Annual Gross Income (1 photocopy)		City Treasurer's	Office	
Proof of Unit Possess				
following documents): - Official Receip	ts (O.R.) of the	Bicycle Shop		
bicycle unit (1 - Affidavit of Owl	nership (1 original)	Pedicab Owner/	Operator	
- ·	of the unit (1 original)	Pedicab Owner/Operator		
Barangay Certificate; resident of the city (1		Barangay Hall		
Voter's ID Card or Vo				
should be a registered (1 photocopy)	d voter of the city	COMELEC		
Local Pedicab Operat Association (PODA) ((1 original)		Local PODA President		
Recognized Pedicab Certification (1 original		Pasay Federation of Pedicab Operators & Drivers Association Inc. (Pasay Fed PODA) President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements together with the duly accomplished application form to the assigned personnel at the TPFRO. 1. Check the completeness and veracity of submitted requirements; after which, encode all the necessary information in the computer system with regard to the		None	10 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M. MANALO Administrative Aide I (TPFRO)



			said application.				
2.	Proceed to the City Treasurer's Office (CTO) for the assessment and payment of fees. (Make sure to secure the order of payment that will be issued)	2.	Issue Official Receipt (O.R.) and order of payment parallel to the amount of the requested document.	•	TRICYCLE: For Mayor's Permit – PHP 350 For both Mayor's Permit and Franchise – PHP 1,315 PEDICAB: For Mayor's Permit – PHP 170 For both Mayor's Permit and Franchise PHP 770	5 Minutes	Teller (CTO)
3.	Present the order of payment and O.R. to the designated personnel at the TPFRO.	3.	Issue a claim stub for the requested document to the client and advise him/her to return to TPFRO after two (2) days.		None	5 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or MA. TERESA M. MANALO Administrative Aide I (TPFRO)
4.	Present the claim stub to the assigned personnel at the TPFRO for the release of the requested	4.	Release/issue the requested document/s to the client.		None	3 Minutes	PHLORIEL V. SEVILLA Administrative Aide III (TPFRO) or



document/s.				MA. TERESA M. MANALO Administrative Aide I (TPFRO)
	TOTAL:	TRICYCLE: For Mayor's Permit — PHP 350 For both Mayor's Permit and Franchise — PHP 1,315 PEDICAB: For Mayor's Permit — PHP 170 For both Mayor's Permit and Franchise PHP 770	23 Minutes	

Note: Late renewal of Mayor's Permit and fees shall be subject to twenty-five (25%) surcharge plus interest of two percent (2%) monthly but not to exceed thirty-six (36) months.

180. Renewal of Registration of Motor Vehicles

General Services Office processes registration of issued motor vehicles to various departments/ offices/agencies.

Office or Division:	General Services Offic	e (GSO)			
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	All Departments/Offices of the City Government and National Government				
	Agencies assigned in t	he City			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
Motor Vehicle Inspection Official Receipt (1 original		Land Transportation Office (LTO)			



Smoke Emission Test (1 original)			Any Accred	dited Emission Te	sting Center
Latest photos		· ·	,		J
submission date (side, top, front, and rear views) (1 original)		Photo Shop/Center			
	Stencil of Engine Number/Chassis Number		Requesting	g Department/Offic	ce/Agency
		AGENCY	FEES TO	PROCESSING	PERSON
CLIENT	SIEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit correquirement receiving congeneral Seconfice.	nts at the ounter of	1. Receive complete requirements and verify authenticity of submitted documents.	None	8 Minutes	JANELYNN F. MARTIR Administrative Officer III (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)
2. Wait for the processing renewal.		2. Submit the documentary requirements to the Land Transportation Office (LTO), and pay for the required fees.	None	6 Hours 2 Days waiting time	MARVIN D. GARCIA Administrative Officer II (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
3. Receive coupdated L1 and sign in receiving copy/logbo	O OR/CR the	3. Call the concerned Department/ Office/Agency, release to them a copy of the updated LTO Official Receipt (OR), and have them sign the receiving logbook and photocopy of the OR.	None	2 Minutes	JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	the OR. TOTAL:			2 Days, 6 Hours and 10 Minutes	



181. Request for Free Legal Counseling/Advice

The City Legal Office provides legal counseling/advice to the constituents of the Pasay City.

Office or Division:	City Legal Office (City Legal Office (CLO)					
Classification:	Simple						
Type of Transaction:	G2C – Governme	nt to Citizen; G2	2G – Government	to Government			
Who may avail:	All						
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE			
Principal Debut Assessment Section 10							
Duly Accomplished Re (1 original)	equest Form						
- Request Form		City Legal Offi	ce				
	dicated in the form	Requesting Pa					
			•				
Or							
Letter Request, (1 orig	uinal)	Client (Reques	eting Party)				
	AGENCY	FEES TO	PROCESSING	PERSON			
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE			
1. Submit duly	 Receive duly 	None	10 Minutes	MARVIE B.			
accomplished form or letter	accomplished			CHENG Administrative			
request to	request form and forward			Aide I			
CLO.	the same to			(CLO)			
	the City Legal			MARICEL C.			
	Officer.			MILLAR			
				Administrative			
				Aide I (CLO)			
				(CLO)			
				AIZA C. OTIDA			
				Administrative Aide I			
				(CLO)			
2. Avail the legal	2. Refer the	None	50 Minutes	ATTY. SEVERO			
counseling	client to the			C. MADRONA JR.			
from the CLO.	Attorney of			City Legal Officer II			
	CLO for			(CLO)			
	proper action.			ATT\/			
				ATTY. SHEALTIEL GAY			
	2.1 Perform legal			T. ROXAS			



counseling to the client.			Attorney III (CLO)
			ATTY. GLENN C. VILLARIÑA Attomey III (CLO)
TOTAL:	None	1 Hour	

182. Request for Patient Transport/Conduction

The Pasay City Disaster Risk Reduction and Management Office provides free ambulance transportation for patients to be discharged from a health care institution, patients to be transferred from a health care facility to another health care facility, and patients seeking out-patient consultation to a health care institution.

Office or Division:		Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request Letter (1 original)			Requesting Party		
CLIENT STEPS	AG	SENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the assigned personnel at the PCDRRMO. Room 308, Pasay City Hall, F. B. Harrison St., Pasay City.	the co de su let 1.1 C inf part 1.2. (sta c r	eceive and evaluate e veracity and empleteness of etails of the ubmitted request tter. Check basic formation of the atient. Check current atus of the patient. dentify the location of transport of the requester. In-City – for	None	12 Minutes	MARY GRACE B. BERIN, RN Administrative Office II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)



2. Present representative of the patient or immediate family	approval by the On-Duty Team Leader and the Chief of the Operations and Warning Division. b. Within Metro Manila – for approval of the Department Head and/or the City Administrator. c. Other Nearby Regions – for approval of the City Administrator and/or City Mayor. 2. Identify the type of transport of the requester.	None	30 Minutes	Team Leader (Operations and Warning Division PCDRRMO)
and verification of request.	Facility (HCF) for discharge. 2.1.1. Verify the clearance, scheduled date and time of discharge and any other medical requirements of the patient. 2.2 From HCF for transfer to another HCF.			Dispatch Officer (Operations and Warning Division PCDRRMO) MARY GRACE B. BERIN, RN Administrative Officer Il/Administrative Services, In-Charge (Administrative and Training Division, PCDRRMO) MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management



2.2.1	Ensure proper coordination between HCFs, prior arrangements should be done on both HCFs.		Officer III/Chief (Operations and Warning Division, PCDRRMO)
2.2.2	Identify contact persons on both HCFs for proper coordination.		
2.2.3	Verify from the discharging HCF the status of the patient, including medical requirements of the patient.		
2.2.4	Verify to the accepting HCF the admission of the patient.		
	Out-patient cultation to		
ens	oordinate and ure the edule of out-		



patient care.	
2.4 For Patients with	
Mental	
Illness/Mental	
Health Issues and	
Homeless/Displac	
ed Individuals:	
od marvidadio.	
2.4.1 Ensure proper	
coordination of	
the requester	
with the	
Barangay	
Official for	
assistance and	
the Pasay	
Social Welfare	
and	
Development	
Department for	
referral.	
2.4.2 Immediate	
family or the	
requester shall	
accompany the	
responding	
team at all times	
during the	
transport.	
2.4.3 For displaced	
individual/s,	
coordination	
with the	
barangay	
officials shall be	
Sincials chall bo	



	made.			
	2.4.4 In the absence of the immediate family, barangay officials shall accompany the patient until proper endorsement to			
	the receiving facility.			
	2.4.5 For patient/s with violent manifestations, aside from the immediate family, barangay officials and/or local authorities shall accompany during the transport until proper endorsement has been made with the receiving facility.			
3. Wait for the schedule of transport from PCDRRMO.	3. Arrangement of the request. 3.1 Check the	None	5 Minutes	Team Leader (Operations and Warning Division PCDRRMO)



availability of resources. 3.2 Coordinate and plot the scheduled transport. 3.3 Endorse to the On-Duty responders for immediate attention. 3.4 Inform the requesting party on the confirmation and schedule of transport of the patient and necessary arrangements it may require.			Dispatch Officer (Operations and Warning Division PCDRRMO) MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management Officer III/Chief (Operations and Warning Division, PCDRRMO)
TOTAL:	None	47 Minutes	

Note: This office has the right to refuse request for transport/conduction depending upon the assessment, severity of the case and the capacity of the resources (ambulance, equipment, supplies and manpower)

183. Request for Pre-Repair Inspection

General Services Office processes requests for the repair and maintenance of machinery and equipment including motor vehicles issued to various departments/offices or National Government Agencies.

Office or Division:	General Services Office (GSO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Departments/Offices of the City Government and National Government
	Agencies assigned in the City



CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE
Approved Request for Pre-Repair Inspection Form (1 original, 1 duplicate) - Pre-repair Inspection Form - Details of the form		General Services Office Office/Department/NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and signed Request for Pre-Repair Inspection Form at the receiving counter of GSO.	1. Receive the form and verify correctness of information indicated therein. 1.1 Validate the request in the existing Repair Card or Summary of Pre-repair. 1.2 Conduct actual inspection of the equipment for repair.	None None	2 Minutes 8 Minutes (within the City Hall Building) 3 Hours (outside the City Hall Building)	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	1.3 Approve the Request for Pre- Repair Inspection	None	3 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO)
2. Claim the Approved Request for Pre- Repair Inspection and sign in the monitoring logbook.	2. Release duly approved Request for Pre-Repair Inspection.	None	2 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III



			(GSO)
			ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
TOTAL:	None	45 Minutes	
		(within the City Hall Building)	
		3 Hours and 15	
		Minutes	
		(outside the	
		City Hall	
		Building)	

184. Request for Skills Training Registration

Public Employment Service Office assists in the registration of interested individuals to attend skills training. This aims to enhance the knowledge and skills acquired by jobseekers in formal education or technical training in order for them to become more competitive and increase the chance of getting hired or employed.

Office or Division:	Public Employment S	Public Employment Service Office (PESO)			
Classification:	Simple				
Type of Transaction:	G2C – Government to) Citizen			
Who may avail:	All Disadvantaged an	d Displaced Workers			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Updated Resume (1 orig	inal);	Applicant			
or					
Duly Accomplished Emp	•				
System Registration For	m (EISRF)				
(1 original):					
5 -		DE00			
 Registration Form 		PESO			
 Details of the Fori 	m	Applicant			
Certificate of Indigency		Office of the Barangay where the applicant			
(1 photocopy)		resides			
Community Tax Certificate		City Treasurer's Office			
(1 photocopy)		-			



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
OLILITI OTLI O	AGENOT AGTIONS	BE PAID	TIME	RESPONSIBLE
Submit updated resume or duly accomplished EISRF together with complete	Accept complete requirements.	None	5 Minutes	JOANNA G. BALORO Administrative Aide I (PESO)
requirements at the receiving section of PESO.	2.1 Conduct interview to assess the qualification of applicant.	None	15 Minutes	
	2.2 Process request for skills training registration.	None	5 Minutes	
	1.3 Endorse application to Technical Education and Skills Development Authority (TESDA)	None	5 Minutes	ATTY. MARLA OLIVIA BELLO- ALOM PESO Manager (PESO)
	TOTAL:	None	30 Minutes	

185. Request for Traffic Management Services for Special Occasions/Events

Private Owners/Contractors of Establishment, Government Agency/ies may request for traffic management services from the PTPMO during conduct of event/occasion.

Office or Division:	Pasay Traffic and Parking Management Office (PTPMO)
Classification:	Simple
Type of	G2C-Government to Citizen, G2B-Government to Business, and G2G-
Transaction:	Government to Government



Who may avail:	Private Owners/Contr	actors of Estab	olishment, Govern	ment Agency/ies
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Request Letter (1 or	ginal)	Client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for Traffic Permit addressed to the City Mayor, thru the City Administrator, City Secretariat, City Engineer for confirmation, copy furnish the concerned Barangay, to the assigned personnel of PTPMO.	1. Receive the request letter and forward it to the assigned staff for appropriate action.	None	2 Minutes	GRACIELA C. GUEVARRA Administrative Aide I Administrative Section (PTPMO)
2. Proceed to the Event and Tasking Section, PTPMO for a meeting.	2. Conduct the meeting with the requesting party, and gather all necessary details and information.	None	30 Minutes	EDMAR C. RUAMERO <i>Traffic Aide II</i> (PTPMO)
3. Wait for your request to be processed by the PTPMO.	2. Send monitoring personnel to conduct site inspection.- For near area- For distant area	None	20 Minutes 30 Minutes	GRACIELA C. GUEVARRA Administrative Aide I Administrative Section (PTPMO)
	3.1 Prepare and issue the traffic permit to the		3 Minutes	GRACIELA C. GUEVARRA Administrative Aide I



client.			Administrative Section (PTPMO)
TOTAL:	None	For near area	
		=	
		55 Minutes	
		For distant	
		area =	
		1 Hour and	
		5 Minutes	

186. Request for Trainings and Drills

The Pasay City Disaster Risk Reduction and Management Office conducts trainings, lectures and seminar on disaster risk reduction and management and drills/exercises on different type of hazards, as requested by public or private institutions to promote a disaster resilient community.

Office or Division:	Pasay City Disaster	Risk Reduction	and Management	Office (PCDRRMO)		
Classification:	Simple	Simple				
Type of Transaction:	G2C – Government					
		G2G – Government to Government				
Who may avail:	Public and Private S	ectors in Pasay				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE		
PRINCIPAL						
Request Letter (1 original	nal)	Requesting Pa	rty			
REPRESENTATIVE						
Authorization Letter (1 c	original)	Requesting Pa	rty			
Request Letter (1 original	nal)	Requesting Pa				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit request letter to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	 Receive and check the submitted request letter: Name and contact number of the requesting party; 	None	3 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)		
	b. Type/Kind of					



	request 1.1 Forward the correspondence to the Training Division of the PCDRRMO.			
 Make yourself available for the evaluation of request to the assigned personnel of PCDRRMO. Wait for the approval of request. 	 2. Evaluate the request letter and coordinate with the requesting party on their preferences: a. Type and scope of training/drill; b. Date, time and venue; c. Estimated number of participants, and d. Existing resources of the requesting party, if any. 2.1 Upon approval, prepare the deployment schedule of Instructors or Evaluators and Emergency Response Team of the PCDRRMO, as 	None	1 Hour	MICHAEL T. FLORES Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)



	needed.			
3. Attend/Participate on the training/drill being conducted by the Instructors/ Evaluators of PCDRRMO.	3. Conduct lectures, trainings, seminars and/or drills as requested. 3.1 Instructors shall observe the designed programme of activities. 3.2 Evaluators shall observe the actual drill process.	None	Training/Drill Duration varies based on the programme of instructions and/or schedule presented by the requesting party.	Instructors Evaluators and/or Emergency Response Team (PCDRRMO)
4. Participate in the evaluation process. 4.1 Evaluate the lecture/s, seminar/s and training/s conducted by PCDRRMO; OR 4.2 Evaluate the drillconducted by the requesting party	4. Conduct of evaluation process. 4.1 Have the participants accomplish the module evaluation forms and training course evaluation forms. 4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review.	None	1 Hour	Instructors Evaluators and/or Emergency Response Team (PCDRRMO)
5. Coordinate with the demobilization of instructors/	5. Demobilize the deployed team/s.	None	25 Minutes	MICHAEL T. FLORES Local Disaster



evaluators and/or Emergency Response Team of the PCDRRMO.				Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)
5.1 Secure and sign the Deployment Form/s and After Activity Report from the assigned personnel of PCDRRMO.	5.1 Ensure that deployment forms are signed by the requesting party.			,
5.2 Return to the PCDRRMO, as advised, to claim certification/s of the activity.	5.2 Accomplish Post Activity Report and provide a copy for the requesting party.			
	5.3 Advise the requesting party to report to the PCDRRMO for the issuance of certifications			
	TOTAL:	None	2 Hours and 28 Minutes (excluding training and drill duration)	

Note: Duration of the training/drill varies on the programme of activities approved by the requesting party



187. Requesting Financial Assistance for Barangay Officials

The Liga ng mga Barangay (LIGA) Office facilitates request for financial assistance such as hospitalization expenses and burial needs of barangay officials.

Office or Division:	Liga ng mga Barangay (LIGA) Office				
Classification:	Complex				
Type of Transaction:	G2G – Government t	to Government	•		
Who may avail:	All barangay officials	of Pasay City			
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE	
Principal					
Discharge Summary (1 pl			re the patient is ac	dmitted	
Oath of Office (1 photoco	py)	Barangay Off	ice		
Representative					
Letter Request from the b			cial's immediate fa		
Discharge Summary/Dear		Hospital whe	re the patient is ac	dmitted	
barangay official (1 photo		D			
Oath of Office of baranga (1 photocopy)	y official	Barangay Off	ice		
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1. Acknowledge	None	10 Minutes	MIRIAM Z.	
complete set of	and check the			ESPINA	
requirements to the	completeness			Private Secretary I	
Receiving Section	and veracity of			(LIGA Office)	
of Liga ng mga	submitted				
Barangay (LIGA)	requirements				
Office	roquiromonio				
2. Secure receiving	2. Process the	None	5 Minutes	MIRIAM Z.	
copies of the request	request:	140110	o minatos	ESPINA	
at the Receiving	request.			Private Secretary I	
Section of Liga ng	2.1Issue the			(LIGA Office)	
mga Barangay	receiving copies				
(LIGA) Office	thereof		6 Days	Liga Ng Barangay	
(LIG/I) CINCC	unoroon		(waiting period	Board	
	2.2 Advice the		prior release of	(LIGA Office)	
	client on the		financial	,	
	approval of		assistance)		
	Financial				
	Assistance				
	, 100.010.100				



Sign the voucher regarding request for financial assistance.	3. Issue the cheque thereof, and keep the voucher for file reference	None	5 Minutes	MIRIAM Z. ESPINA Private Secretary I (LIGA Office)
	TOTAL:	None	6 Days, 20 Minutes	

188. Requesting for a Copy of Certificate of Grades/Units Earned/General Weighted Average

Students of the City University of Pasay (CUP) can secure copy of Certificate of Grades/ Units Earned/General Weighted Average to comply the requirements in availing scholarship, and employment promotions.

Office or Division:	City University of F	Pasay		
Classification:	Highly Technical			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	Presently Enrolled	and Former CUP Graduate or Undergraduate		
	Students			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Principal				
Applicant Letter		Document Owner		
Any Government ID Card (1	original)	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, School ID		
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the		CUP Registrar's Office		
Application Form		Document Owner		
Previous Transcript of Reco (1 photocopy)	ords (TOR)	CUP Registrar's Office		
Representative				
Authorization Letter (1 origin	nal)	Person represented (Document Owner)		
Applicant's Letter		Person represented (Document Owner)		
Any Government ID Card of		BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
Represented (Document Owner)		LTO, School ID		
(1 original, 1 photocopy)				
Any Government ID Card of Representative		BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
(1 original)		LTO		
Duly Accomplished Applicat - Application Form (1 c		CUP Registrar's Office		



Detail/Information to be indicated in the Application Form		Person repres	ented (Document	Owner)
Previous TOR (1 photoc	1 '		· · · · · · · · · · · · · · · · · · ·	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office.	 Check the completeness and veracity of submitted requirements. Advise the client to return after 7 working days. 	None	1 Minute (7 days-waiting time prior issuance of requested document)	MARIO L. CASTELO Administrative Officer I Registrar's Office (CUP)
2. Present any valid ID card and claim the requested document from the assigned staff of the CUP Registrar's Office	2. Release the requested document to the client.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	None	7 Days and 4 Minutes	

189. Requesting for Clearance as to Property Accountability

Separated employees of Pasay City Government, Officials of National Government Agencies with property accountability to the City Government, and those employees who wish to travel abroad and avail more than thirty (30) days leave of absence, shall secure clearance from property accountability at the General Services Office.

Office or Division:	General Services Office (GSO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Separated employees of Pasay City Government, Officials of National
	Government Agencies with property accountability to the City Government
	and those employees who wish to travel abroad and avail more than thirty
	(30) days leave of absence shall secure clearance from property
	accountability at the General Services Office



CHECKLIST	OF REQUIREMENTS		WHERE TO S	SECURE
Duly Accomplished Clearance Form (1 original, 3 duplicate) - Clearance Form - Details of the form			I office/departmen OO, if separated	t if currently employed,
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Clearance Form at the receiving counter of GSO, and wait for further instructions.	1. Acknowledge receipt of Clearance Form. 1.1 Check and verify accountability from the database of Property Acknowledgement Receipt (PAR) and Report on the Physical Count of Property, Plant & Equipment (RPCPPE)/Report on Physical Count of Inventories (RPCI) a. Without accountability b. With accountability: prepare PAR for transfer of accountabilities, verify physical existence of the items, and have the next responsible ranking personnel to	None	2 Minutes 10 Minutes 3 Hours	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
2. Receive the signed Clearance Form at the GSO releasing counter.	sign. 2. Approve the Clearance Form. 2.1 Release the duly approved Clearance Form and the cancelled original PAR, if any, to	None	15 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)



the requesting party, and retain a photocopy thereof.			MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) MARVIN D. GARCIA Administrative Officer II (GSO)
TOTAL:	None	Without Accountability: 27 Minutes With Accountability: 3 Hours and 17 Minutes	(000)

190. Requesting for Original Copy of Related Learning Experience (RLE) Certification (Graduates of S.Y. 2009 and Above)

BS Nursing Graduate Students of the City University of Pasay (S.Y. 2009 and above) can secure original copy of Related Learning Experience (RLE) Certification for work related requirements (for Local and Abroad Setting).

Office or Division:	City University of F	City University of Pasay (CUP)			
Classification:	Complex				
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	Former Graduates	Former Graduates of BS Nursing Course at the CUP			
CHECKLIST OF RE	QUIREMENTS				
Duly Accomplished Applic - Application Form(1 - Detail/Information t Application Form	original)	CUP Registrar's Office Applicant			
Transcript of Records (TC (1 photocopy)	PR)	CUP Registrar's Office			
CLIENT STEPS	AGENCY FEES ACTIONS BE P		PROCESSING TIME	PERSON RESPONSIBLE	
Submit the TOR together with the duly accomplished	Check the completeness and veracity of	None	1 Minute	MARIO L. CASTELO Administrative	



th th	pplication form to ne assigned staff at ne CUP Registrar's Office	submitted requirements, and advise the client to return after 3 days. 1.1 Forward the request to the Dean of the College of Nursing.		(3 days-waiting time prior issuance of RLE)	Officer I (Registrar's Office, CUP)
d a C	Claim the requested locument from the issigned staff at the CUP Registrar's Office	2. Release the Original Copy of RLE Certification to the client.	None	1 Minute	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
TOTAL:		None	3 Days and 2 Minutes		

191. Requesting Original Copy of Course Description

Former Students of the City University of Pasay (CUP) can secure original copy of Course Description to comply with their requirements for their new school/s.

Office or Division:	City University of I	City University of Pasay			
Classification:	Complex	Complex			
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	All Former CUP S	tudents (Gradi	uate or Undergrad	duate)	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE	
Duly Accomplished Applica - Application Form (1 - Detail/Information to Application Form	original) be indicated in the	CUP Registrar's Office Requester			
Transcript of Records (TOF (1 photocopy)	₹)	CUP Registrar's Office			
CLIENT STEPS	AGENCY ACTIONS			PERSON RESPONSIBLE	
Submit the TOR	1. Check the	None	1 Minute	MARIO L.	



	together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office.		completeness and veracity of submitted requirements, and advise the client to return after three (3) working days.		(3 days-waiting time prior issuance of Course Description)	CASTELO Administrative Officer I (Registrar's Office, CUP)
2.	Claim requested document to the assigned staff of the CUP Registrar's Office.	2.	Release the original copy of Course Description to the client.	None	1 Minute	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:		None	3 Days and 2 Minutes		

192. Resolution of Issues and Concerns presented by Informal Settlers of the Community

The Urban Development and Housing Office facilitates the resolution of issues and concerns presented by the informal settlers of the community for the Community Mortgage Program (CMP) and Clearing Operations.

Office or Division:	Urban Development & Housing Office (UDHO)				
Classification:	Highly Technical				
Type of Transaction:	G2C – Governmen	t to Citizen			
Who may avail:	Applicant				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
Certificate of Registration	with the Housing	Housing Land Use and Regulatory Board			
Land Use and Regulatory	Board (1 original	(HLURB)			
copy, 1 photocopy)					
Copy of Constitution & By-laws		HLURB			
(1 photocopy)					
List of Association's Board of		Homeowner's Association			
Directors/Officers and Members					
(1 photocopy)					
Copy Accreditation with the	e City Council –	PCUP & City Secretariat Office			



LGU and Presidentia				
Urban Poor (1 photocopy)				
Pertinent document/s relative to the				
community associati	on activities to acquire			
the lot they currently				
requesting for assista				
- Court Order (Metropolitan	Trial Court (MTC), and Regional Trial
(, , , , , , ,	Court (RTC)		,,
- TCT Title (1 p	hotocopy)	Registry of D		
- Pre-Demolitio			Commission for the	ne Urban Poor
Certification (PCUP		
,		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the	1. Evaluate and verify	None	5 Minutes	BILLY Q. RODA
complete	the submitted			Administrative Aide II
requirements to	requirements.			(UDHO)
the assigned	10 4 100 100 100 100 100 100 100 100 100			
personnel at	1.1 Coordinate with			
UDHO.	the Barangay	None	3 Hours	EMILIO R.
021101	Captain who has	110110	01100.0	PACIENTE JR.
	jurisdiction over			Administrative Aide I
	the area for ocular			(UDHO)
	inspection.			
	mopeotion.			
2. Return to UDHO	2. Conduct orientation	None	1 Hour	JOMARK R. BALANI
for orientation	meeting with the	140110	1 11001	Administrative Aide
	informal settlers.			IV
meeting.	inionnal settiers.			(UDHO)
				, ,
	2.1 Conduct census	None	3 Days	BILLY Q. RODA
	and mapping of	INOTIC	o Days	Administrative Aide II
	the area.			(UDHO)
	trie area.			
				EMILIO D
	2.2 Review/evaluate	None	1 Day	EMILIO R. PACIENTE JR.
		INOTIE	I Day	Administrative Aide I
	the case, and			(UDHO)
	prepare			(35110)
	recommendation			
	to the concerned			MARILOU Q.
	agency/agencies			RIVERA
	such as National			Administrative Aide I
	Housing Authority,			(UDHO)
	PCUP and HLURB	777		



based on the result thereof.			
TOTAL:	None	4 Days,	
		4 Hours and	
		5 Minutes	

193. Requesting Traffic Permit

A traffic permit is requested by client/s for any improvement programs/projects, constructions or other works that may intrude the public right-of-way, which includes streets, roads, highways, or sidewalks.

Office or Division:	Pasay Traffic and P	Parking Manage	ement Office (PTI	PMO)	
Classification:	Simple	Simple			
Type of	G2C-Government to	Citizen, G2B-G	overnment to Bus	iness, and G2G-	
Transaction:	Government to Gove	ernment			
Who may avail:	Private Owners/Con	Private Owners/Contractors of Establishment, Government Agency/ies			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
Request Letter (1 o	riginal)	Client/s			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit request letter for Traffic Permit addressed to the Office of the Mayor thru City Secretariat, City Engineering Office, and concerned Barangay to the assigned personnel of PTPMO.	Receive the request letter and forward it to the assigned staff for appropriate action.	None	2 Minutes	GRACIELA C. GUEVARRA Administrative Aide I Administrative Section (PTPMO)	
2. Wait for your request to be processed by the PTPMO.	3. Send monitoring personnel to conduct a site inspection.	None	10 Minutes	EDMAR C. RUAMERO Traffic Aide II (PTPMO)	



2.1 Prepare and issue the traffic permit to the client.	None	3 Minutes	GRACIELA C. GUEVARRA Administrative Aide I Administrative Section (PTPMO)
TOTAL:	None	15 Minutes	

194. Return of Unserviceable Property/Waste Material

Concerned Department/Office/NGA is obliged to return to the General Services Office all unserviceable properties previously recorded as assets and/or waste materials incidental in the repair of equipment/ machinery so that they may be properly disposed of and dropped from the books of accounts.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Governmen	t	
Who may avail:	All Departments/Office	s of the City	Government and	National Government
	Agencies assigned in t	he City		
CHECKLIST OF R	OF REQUIREMENTS WHERE TO SECURE			
Duly Accomplished Prope	erty Return Slip/Waste			
Material Report Form				
(1 original, 1 duplicate):				
- Property Return S	ip/Waste Material	General S	ervices Office (GS	5O)
Report Form				
 Details of the form 		Departmer	nt/Office/NGA	
OLIENT OTERO	AGENCY	FEES TO	PROCESSING	DEDOON
CLIENT STEPS	ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
Submit duly	Receive and	None	2 Minutes	MARVIN D. GARCIA
accomplished Property				Administrative Officer II
Return Slip/Waste	correctness of			(GSO)
Material Report Form a the receiving counter or				MARICAR C. FRIAS
GSO.	101111.			Administrative Officer III
000.	1.1 Determine the		1 Hour (within	(GSO)
	status of the		the City Hall	(/
	equipment if for		Building)	JANELYNN F. MARTIR
	disposal,			Administrative Officer III
	transfer,		3 Hours (outside	(GSO)
	unserviceable		the City Hall	ALLAIN EDDEDT A
	and/or for repair.		Building)	ALLAIN EDBERT A. VELASCO

	SODE	
×		
類		X
N.	WANG N	A

	<u> </u>		T	A desirate the Office of Di
	1.2 For minimal items store the unserviceable property/waste material in the Stock Room.			Administrative Officer IV (GSO)
	1.3 For bulky items, verify on site and inform the end-user to safeguard the items for disposal later in an as is, where is basis. 1.4 Approve the			
	PRS/WMR upon receipt of the actual items returned.			
2. Claim the receiving copy of the Property Return Slip/Waste Material Report at the releasing counter of the GSO.	2. Release a copy of the approved Property Return Slip/Waste Material Report and cancelled PAR.	None None	5 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)
2.1 Sign the Inventory and Inspection Report of Unserviceable Property and return the same to the GSO.	2.1 Prepare Inventory and Inspection Report of Unserviceable Property (IIRUP) with inhouse appraisal for signature by the end-user		3 Hours	JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)



office/ department. 2.3 Submit copy of IIRUP and its attachments to COA for appropriate action. 2.4 Submit copy of IIRUP and its attachments to the Property Disposal Committee for proper disposal proceedings.			
TOTAL:	None	4 Hours and 7 Minutes (within the City Hall Building) 6 Hours and 7 Minutes (outside the City Hall Building)	

195. Review of Barangay DRRM Plans and Budget

The Pasay City Disaster Risk Reduction and Management Office collates and reviews the submitted Barangay DRRM Plans and Budget of all 201 Barangays of this City.

Barangay DRRM Plans

Barangay Brandin	Barangay Brit Wit hand		
Office or Division:	Pasay City Disaster Risk Reduction and Management Office		
	(PCDRRMO)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Barangay Officials of Pasay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Barangay DRRM Plan (1 o	Requesting	Party		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the formulated Barangay DRRM Plan to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	1. Receive and check the completeness of submitted documents. 1.1 Take note of the contact person and his/her contact details.	None	2 Minutes	MARY GRACE B. BERIN Administrative Officer II/Administrative Service-in- Charge (Administrative and Training Division, PCDRRMO)
	1.2 Forward the documents to the Training Division or the Research and Planning Division of the PCDRRMO.			
 Wait for the evaluation and endorsement of submitted documents by the PCDRRMO. Coordinate with the 	2. Review and evaluate the veracity, relevance and completeness of submitted documents.	None	2 Days (with or without plan revision/s)	MICHAEL T. FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training
assigned PCDRRMO personnel whether submitted plan: a. Is approved, or	2.1 Provide necessary recommendatio ns or adjustments and coordinate it with the			Division, PCDRRMO) LEIGH ANN KRIS J. ANDRADA, RN Local Disaster Risk Reduction
b. Require revisions after provision of recommendations or adjustments thereof, and be	concerned barangay official/s, for appropriate action.			Management Officer II/Chief (Research and Planning Division, PCDRRMO)



				T
resubmitted so.	2.2 Forward the final documents to the department head of PCDRRMO. 2.3 Provide Certificate of Review and Evaluation and Recommendati on. 2.4 Sign the Certificate of Review and Evaluation and Evaluation and Evaluation and Evaluation and Evaluation and Evaluation and Recommendati on by the Department Head			SARIEL P. SALAMAT, RSW, MCDRM City Government Assistant Department Head II/OIC (PCDRRMO)
3. Claim the reviewed plan from the assigned personnel of PCDRRMO and provide a copy of the approved plan including all necessary attachments (i.e. Barangay Resolution/s, Executive Order/s on DRRM).	3. Release the reviewed Barangay DRRM Plan to the client. 3.1 Ensure to retain a copy of the reviewed plan including other attachments 3.2 Maintain a database of all submitted plans.	None	5 Minutes	MICHAEL T. FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO) or LEIGH ANN KRIS J. ANDRADA, RN Local Disaster Risk Reduction Management Officer II/Chief (Research and Planning Division, PCDRRMO)



TOTAL:	None	2 Days and	
		7 Minutes	

Note: This Office provides technical assistance in the formulation of the Barangay DRRM Plans and Budget for Barangay Officials

Barangay DRRM Budget

Barangay DRRIVI Budget				
Office or Division:	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)			Office
Classification:	Simple			
Type of Transaction:	G2G - Government to G	overnment		
Who may avail:	Barangay Officials of Pa	sav		
CHECKLIST OF R			WHERE TO SE	CURE
Barangay DRRM Budget (Requesting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRÓCESSING TIME	PERSON RESPONSIBLE
1. Submit formulated Annual Barangay Disaster Risk Reduction and Management Fund Investment Program (BDRRMFIP) to the assigned personnel at the PCDRRMO.	1. Receive and check the completeness of submitted documents. 1.1 Take note of the contact person and his/her contact details. 1.2 Forward the BDRRMFIP to the Training Division or the Research and Planning Division of the PCDRRMO.	None	2 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services, In- Charge (Administrative and Training Division, PCDRRMO)
Wait for the evaluation and endorsement of signed submitted documents by PCDRRMO. Coordinate with the assigned PCDRRMO personnel whether submitted budget:	2. Review and evaluate the veracity, relevance and completeness of submitted documents. 2.1 Provide necessary	None	1 Day (with or without budget revision/s)	MICHAEL T. FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)



		T		L EIGH ANN KOIG
 a. Is approved, or b. Require revisions after provision of recommendations or adjustments thereof, and be resubmitted so. 	recommendations or adjustments and coordinate it with the concerned the barangay official/s, for appropriate action.			LEIGH ANN KRIS J. ANDRADA, RN Local Disaster Risk Reduction Management Officer II/Chief (Research and Planning Division, PCDRRMO)
	2.2 Forward the final document to the department head of PCDRRMO for signature.			
	2.3 Sign the reviewed document/s by the Department Head.			SARIEL P. SALAMAT, RSW, MCDRM City Government Assistant Department Head II/OIC (PCDRRMO)
3. Claim the reviewed and signed BDRRMFIP from the assigned personnel of PCDRRMO.	 3. Release the signed Barangay DRRM Budget to the client. 3.1 Ensure to retain a copy of the reviewed plan including other attachments. 3.2 Maintain a database of all submitted BDRRMFIPs. 	None	5 Minutes	MICHAEL T. FLORES, RN Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO) LEIGH ANN KRIS J. ANDRADA, RN Local Disaster Risk Reduction Management Officer II/Chief (Research and Planning Division, PCDRRMO)



TOTAL:	None	1 Day and 7 Minutes	

Note: This Office provides technical assistance in the formulation of the Barangay DRRM Plans and Budget for Barangay Officials

196. Securing Building Permit Certifications

Building Permit Certifications are secured from the City Engineer's Office for issued building permits pertaining to constructed, renovated, repaired, altered, installed, erected, converted and demolished buildings, structures, appurtenances, machineries and the likes. Certifications include the following:

- 1. Certified true copy of building permit
- 2. Certified true copy of Certificate of Use/Occupancy
- 3. Issuance of Certificate of Damage
- 4. Certified true copy of Final Certificate of Electrical Inspection (CEI)
- 5. Certified true copy of Certificate to Operation
- 6. Certified true copy of other ancillary building permit(s)

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)			
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	ent to Citizen; G2B – Government to Business; G2G –		
	Government to G	Government		
Who may avail:	All owners of buil	dings in Pasay City		
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE		
Principal:				
Duly signed letter reques	t (1 original)	Building Owner		
Previously issued engine	ering permit/s	CEO/OBO		
(1 photocopy)		CEO/OBO		
Any valid government ID card (1 original)		Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)		
Representative:				
Authorization letter (1 original and 1 photocopy)		Person Represented (Building Owner)		



	Any valid ID card of the person represented (Building Owner) (1 original)		PSA, SSS, GSIS, (COMELEC, LTO
Any valid government representative (1 or		BIR, Post Office, P	PSA, SSS, GSIS, O	COMELEC, LTO
Duly signed letter re	<u> </u>	Person Represente	ed (Building Owne	er)
Previously issued e	ngineering permit/s	CEO/OBO		
(1 photocopy)		CLO/OBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed letter request together with complete requirements at Room 311, Administrative Division, CEO/OBO.	1. Verify the availability of the requested document from office's records on file: 1.1 If document is available, issue order of payment and inform the client to proceed to the City Treasurer's Office; 1.2 If document is not available, issue certification as to non-	None	1 Day	TERESITA I. MALAGA Administrative Officer V (One-Stop Shop Construction Permit Application Section [OSSCPAS], CEO/OBO) LLOYD B. SORO Administrative Aide IV, (One-Stop Shop Construction Permit Application Section [OSSCPAS], CEO/OBO)
2. Proceed to the	availability. 2. Issue the Official	PHP 50	5 Minutes	CASHIER
City	Receipt (OR)	Certification Fee		(CTO)
Treasurer's	based on			
Office (CTO),	submitted Order	+		
and present the	of Payment from			
Order of	CEO.	PHP 20		



Payment.		Computerization Fee		
3. Return to Room 311, Administrative Division, CEO/OBO, and present the OR.	3. Verify the OR, print, and sign the certification.3.1 Issue the requested certification to the client.	None	10 Minutes	RAFAEL P. ISLES Engineering Aide, (CEO/OBO) ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building Official, (CEO/OBO)
	TOTAL:	PHP 70	1 Day and 15 Minutes	

197. Securing Certificate of Payment of Real Property Tax

Owners of real properties located in Pasay City may secure from the City Treasurer's Office a certification of the real property taxes already paid.

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)/Real Property Tax Division		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen, G2G – Government to Government,		
	G2B – Governmer	nt to Business		
Who may avail:	Real Property Own	ners		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal:				
Latest Real Property Tax Declaration		City Assessor's Office		
(1 original and 1 photocopy)				
Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS,		
(1 original and 1 photocopy)		Pag-IBIG, LTO		
Representative:				
Special Power of Attorney (SPA) or				
Notarized Authorization Letter (1 original		Person Represented (Real Property Owner)		
and 1 photocopy)				



	Leader and the control of the contro	I		1	
Government issued Identification Card of		DID Dark Office DEA DOA COO COIC			
the person represented and the		1	BIR, Post Office, DFA, PSA, SSS, GSIS,		
representative (1 original and		Pag-IBIG, LTO			
1 photocopy)					
Latest Real Property Tax Declaration		City Assessor's Office (CAssrO)			
(1 original and 1 photocopy) AGENCY		FEES TO PROCESSING PERSON			
TAXPAYER STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Proceed to Real	1. Verify	None	5 Minutes	DANILO C. DELA	
Property Tax	completeness			CRUZ	
Division, CTO	and veracity of			Administrative Aide II	
and submit	requirements			(CTO)	
complete	and review			(010)	
requirements to	existing				
the Land Tax	_				
personnel.	individual				
	property card,				
	then issue order				
	of payment; and				
	inform the				
	taxpayer to				
	proceed to				
	Tellers 1-4.				
	10010 1 11				
2. Present Order of	2. Issue official	PHP 40	5 Minutes	Land Tax Tellers	
Payment to	receipt to the			1–4	
assigned teller at	taxpayer.			(CTO)	
the payment					
counter, and pay					
corresponding					
fees.					
3. Return to Real	3. Prepare and	None	10 Minutes	DANILO C. DELA	
Property Tax	issue Certificate			CRUZ Administrative	
Division of CTO,	of Real Property			Administrative Aide II	
and present	Tax Payment to			(CTO)	
official receipt to	the taxpayer.				
the assigned					
personnel.	TOTAL:	PHP 40	20 Minutes		
	IUIAL:	FNF 4U	20 Millutes		



198. Securing Certified True Copy of Real Property Tax Official Receipt (Form No. 56). If the original copy was lost

Real property tax owners may secure a certified true copy of their Real Property Tax Official Receipt from the City Treasurer's Office as a requirement to other government or private transactions. CTO used the triplicate copy as the basis of a certified true copy.

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)/Real Property Tax Division		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government,			
	G2B – Government to Business			
Who may avail:		Real Property Owners		
CHECKLIST OF F	REQUIREMENTS			IRE
Original Copy of Receipt (if no original		RPT Owner / Representative		
receipt verify in the system and in the				
triplicate file copy				
TAXPAYER STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Land	1. Verify submitted	None	8 Minutes	DANILO C. DELA
Tax Division of	requirements			CRUZ
CTO and submit	and retrieve			Administrative
complete	RPT official			Aide II
requirements.	receipt, certify it			(CTO)
	then issue order			
	of payment to			
	the taxpayer.			
2. Present Order of	Issue Official	PHP 40	5 Minutes	Land Tax Tellers
Payment to	Receipt (OR) to			1–4
assigned teller at	the taxpayer.			(CTO)
the payment				
counter and pay				
corresponding				
fees.				
				DANIII O O DELA
3. Return to Real	3. Issue certified	None	2 Minutes	DANILO C. DELA CRUZ
Property Tax	true copy of RPT			Administrative
Division of CTO	official receipt.			Administrative Aide II
and present				(CTO)
official receipt to the assigned				
personnel.				
personner.				
	TOTAL:	PHP 40	15 Minutes	



199. Securing Original Copy of Certificate of Good Moral Character, Graduation Certificate, and Certificate of Medium of Instruction

Former and presently enrolled Graduate or Undergraduate Students of the City University of Pasay can secure original copy of Good Moral Character, Graduation Certificate and Medium of Instruction from the said university.

Office or Division:	City University of Pasay (CUP)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former and presently enrolled Graduate or Undergraduate Students			
	of the CUP			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SEC	JRE
Principal:		515 5		
Any Government ID Card (1 original)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO, School ID		
Duly Accomplished Appli				
- Application Form (CUP Registrar's Office		
	to be indicated in the	Applicant (Document Owner)		
Application Form				
Previous Transcript of Re	ecords (TOR)	CUP Registrar's Office		
(1 photocopy)				
Official Receipt (1 photoc	юру)	CUP Cashier's Office		
Representative: Authorization Letter (original)		Parson Panracented (Decument Owner)		
		Person Represented (Document Owner) BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
Any Government ID Card of the Person Represented (Document Owner)		LTO, School ID		
(1 original, 1 photocopy)	Owner)	LTO, School ID		
Any Government ID Card	of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
Representative (1 original)		LTO, School ID		
Duly Accomplished Application Form:				
- Application Form (1 original)		CUP Registrar's Office		
- Detail/information to be indicated in the		Person Represented (Document Owner)		
Application Form		•	,	,
Previous TOR (1 photocopy)		CUP Registrar's Office		
Official Receipt (1 photocopy)		CUP Cashier's Office		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
Present photocopy	1. Verify the	None	1 Minute	MARIO L.
of previous TOR,	photocopy of			CASTELO
and proof of	TOR and Official			Administrative
payment to the	Receipt (OR).			Officer I



assigned staff of the CUP Registrar's Office.				(Registrar's Office, CUP)
2. Write your name, course, inclusive year of attendance at the back of OR, and submit the photocopy of TOR to the assigned staff at the CUP Registrar's Office.	2. Check the completeness and veracity of official receipt and other submitted requirements, and advise the client to return after 3 working days.	None	1 Minute (3 days-waiting time prior issuance of requested documents)	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
3. Present any valid ID card to the assigned staff of the CUP Registrar's Office.	3. Release the requested document to the client.	None	1 Minute	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	None	3 Days and 3 Minutes	

200. Securing Original Copy of Diploma

Graduate students of the City University of Pasay (CUP) can secure original copy of Diploma from the said university.

Office or Division:	City University of Pasay (CUP)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All CUP Graduate Students in any Courses		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
Duly Accomplished Application Form:			
- Request Form (1 original)		CUP Registrar's Office	
 Detail/Information to be indicated in 		Requester	



the Application F	orm			
First Page of Previous To		OUD D : (, 0.00	
(TOR) (1 photocopy)		CUP Registrar's Office		
Any Government ID Card	d of Person	BIR, Post Office	ce, PSA, SSS, GS	SIS, COMELEC,
Represented (Document		LTO		
Representative				
Authorization Letter (1 or	riginal)	Person being	represented (Req	uester)
Any Government ID Card	d of Person	BIR, Post Office	ce, PSA, SSS, GS	SIS, COMELEC,
Represented (Requester	·)	LTO		
(1 original, 1 photocopy)				
Any Government ID Card	d of Representative	· ·	ce, PSA, SSS, GS	SIS, COMELEC,
(1 original)		LTO		
Duly Accomplished Appl				
- Request Form (1		CUP Registra		
- Detail/Information		Person Repre	sented (Requeste	er)
the Application F First Page of Previous To		CUP Registra	r's Office	
First Page of Previous 19	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Present photocopy	1. Check the	None	2 Minutes	MARIO L.
of previous	completeness			CASTELO
Transcript of Record	and veracity of		(5 days-waiting	Administrative
(TOR) and fill-out	submitted		time prior	Officer I
the request form for	requirements		issuance of	(Registrar's
Diploma to the	and		Diploma)	Office,
assigned staff of the	accomplished		, ,	CUP)
CUP Registrar's	request form			·
Office.				
	1.1 Advise the			
	client to return			
	after 5 working			
	days.			
O. Dranata		N.L.	O NA'	MADIO
2. Present any valid ID	2. Secure the	None	2 Minutes	MARIO L.
card for the claiming	presented ID			CASTELO
of diploma to the	card then			Administrative
assigned staff of the	instruct the			Officer I
CUP registrar's	requester to			(Registrar's
Office.	photocopy the			Office,
	diploma in three			CUP)
	(3) sets.			
	1	700		



2.1 Release the ID card to the requester after submission of photocopied diploma.			
2.2 Release the original copy of diploma to the requester.			
TOTAL:	None	5 Days and 4 Minutes	

201. Securing Original Copy of Related Learning Experience (RLE) Certification (For Graduates of S.Y. 2008 and Below)

BS Nursing Graduated Students of the City University of Pasay can secure original copy of Related Learning Experience (RLE) Certification for work related requirements (for Local and Abroad setting).

Office or Division:	City University of I	City University of Pasay (CUP)		
Classification:	Highly Technical	Highly Technical		
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	BS Nursing Gradu	ated Students	of the CUP	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	JRE
Duly Accomplished Applie	cation Form:			
- Application Form (1 original)	CUP Registra	r's Office	
- Detail/Information	to be indicated in	Applicant		
the Application F	orm			
Transcript of Records (TO	OR)	CUP Registrar's Office		
(1 photocopy)		COF Negistia	i s Onice	
CLIENT STEPS	AGENCY	FEES TO PROCESSING PERSON		PERSON
OLILITI OTLI O	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the TOR	 Check the 	None	1 Minute	MARIO L.
together with the	completeness			CASTELO
duly accomplished	and veracity of		(7 days-waiting	Administrative
application form to	submitted		time prior	Officer I



the assigned staff at the CUP Registrar's Office	requirements, and advise the client to return after 7 days. 1.1 Forward the request to the Dean of the College of Nursing.		issuance of RLE)	(Registrar's Office, CUP)
Claim the requested document to the assigned staff of the CUP Registrar's Office	2. Release the Original Copy of RLE Certification to the client.	None	1 Minute	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	None	7 Days and 2 Minutes	

202. Securing Referral Letter for Job Placement

To ensure the employability of the applicants, they must seek the services of the Public Employment Service Office (PESO) for employment facilitation services, job-matching and evaluation.

Office or Division:	Public Employment Service Office (PESO)		
Classification:	Simple		
Type of Transaction:	G2C – Governmen	t to Citizen	
Who may avail:	Jobseekers/Job Ap	plicants	
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
Updated Resume (1 original);	Applicant	
or			
Duly Accomplished Employn System Registration Form (E Registration Form		PESO Applicant	
- Details of the Form			
Barangay Clearance (1 photocopy) Office of the Barangay where the applicant		Office of the Barangay where the applicant	



			resides		
Co	Community Tax Certificate (1 photocopy)		City Treasure	r's Office	
	CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
		ACTIONS	BE PAID	TIME	RESPONSIBLE
3.	Submit updated resume or duly accomplished EISRF together with complete requirements at the	2. Accept and evaluate submitted documents.	None	5 Minutes	LILIA G. BORNILLA <i>Administrative</i> <i>Aide I</i> (PESO)
	receiving section of PESO.	1.1 Encode application in the system.	None	5 Minutes	
2.	Proceed with the initial interview at the PESO.	2. Conduct initial interview to assess the qualification of the applicant.	None	15 Minutes	LILIA G. BORNILLA Administrative Aide I (PESO)
		2.1 If the position being applied for does not match the applicant's qualification, conduct job matching based on current vacant positions of accredited companies.	None	10 Minutes	LILIA G. BORNILLA Administrative Aide I (PESO)
		2.2 Process the request for referral letter.	None	10 Minutes	LILIA G. BORNILLA Administrative Aide I (PESO)
3.	Claim referral letter at the releasing counter of PESO.	3. Release referral letter upon signing in the logbook.	None	5 Minutes	RECCE CATALINA J. PETILLA Administrative Aide I



			(PESO)
TOTAL:	None	50 Minutes	

203. Securing Tarpaulin and Other IEC Materials re: Responsible Pet Ownership and Schedule of Oplan Bantay Rabies Program

The City Veterinarian's Office is in partner with barangay officials and NGOs when it comes to conducting campaigns against rabies, a highly fatal diseases caused by animal bites. Barangay officials and NGOs may secure tarpaulin, IEC materials and schedule thereat for the conduct of Oplan Bantay Rabies Program in their locality.

Office or Division:	City Veterinarian's Office (CVO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Barangay Officials, NGOs

CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
Letter request (1 origin	nal)	Barangay Officials, NGOs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to the assigned clerk at the CVO.	1. Schedule the activity and release the tarpaulin and other IEC materials to the client.	None	10 Minutes	LIZA A. PANCHO Administrative Aide IV (CVO)
2. Claim the tarpaulin and other IEC materials from assigned clerk at the CVO.	2. Ask the client to sign in the logbook upon receipt of the tarpaulin and other IEC materials; and notify him/her on the date of the vaccination activity.	None	5 Minutes	LIZA A. PANCHO Administrative Aide IV (CVO)
	TOTAL:	None	15 Minutes	



204. Securing Transcript of Records (2nd Request or More)

Former Graduate Students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

Office or Division:	City University of	Pasav (CUP)		
Classification:	Complex	,		
Type of Transaction:	G2C – Governme	G2C – Government to Citizen		
Who may avail:	Former Graduate	Students of C	CUP	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE
Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the Application Form		CUP Regist Requester	rar's Office	
Any Government ID Card		BIR, Post O COMELEC,	office, PSA, SSS, CLTO	GSIS,
Latest/previously request Records (TOR) (1 photoc	· · · · · · · · · · · · · · · · · · ·	CUP Regist	rar's Office	
Representative				
- Application Form (Duly Accomplished Application Form: - Application Form (1 original) - Detail/Information to be indicated in the		CUP Registrar's Office	
Application Form		Person Represented (Requester)		
Authorization Letter (1 ori	ginal)	Person being represented (Requester)		
Any Government ID Card Represented (Document (1 original, 1 photocopy)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
Any Government ID Card (1 original)	of Representative	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		GSIS,
Latest/previously request (1 photocopy)	ed TOR	CUP Regist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements together with the duly accomplished application form to the assigned staff at the CUP Registrar's Office.	1. Check the completeness and veracity of submitted requirements, and issue the corresponding order of payment for 2 nd copy of	None	5 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)



		TOR.			
2.	Present the order of payment and pay the necessary fees to the assigned staff of the CUP Cashier's Office.	2. Issue the Official Receipt (OR) to the client based on presented order of payment.	PHP 100/ page	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
3.	Present OR to the assigned staff of the CUP Registrar's Office.	 Stamp the OR, write the releasing date of the TOR at the back thereof, and advice the client to return after 5 days for the issuance of 2nd copy of TOR. Retrieve the records of the requester. 		1 Minute (5 days-waiting time prior issuance of TOR)	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
4.	Present the OR to the assigned staff of the CUP Registrar's Office.	4. Release the TOR to the client.	None	2 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
		TOTAL:	PHP 100/ page	5 Days and 10 Minutes	

205. Securing Transcript of Records (TOR) - 1st Request (New Graduates)

Newly Graduated Students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

Office or Division:	City University of Pasay (CUP)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Newly Graduated Students of CUP	
CHECKLIST OF REQ	UIREMENTS WHERE TO SECURE	



Principal:				
Completely Signed Clearance (1 original)		CUP Cashier's	s Office	
Any Government ID Card (Document Owner)		BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
(1 original)		LTO	00, 1 07 1, 000, 00	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Representative:				
Authorization Letter (1 0	Original)	Person repres	sented (Document	Owner)
Any Government ID Ca			ce, PSA, SSS, GS	
Represented (Documer	nt Owner)	LTO		
(1 original, 1 photocopy)			
Any Government ID Ca	rd of Representative	· ·	ce, PSA, SSS, GS	SIS, COMELEC,
(1 original)		LTO		
Completely Signed Clea	arance (1 original)	CUP Cashier's		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present completely	 Check the 	None	2 Minutes	MARIO L.
signed clearance to	completeness			CASTELO
the assigned staff	and veracity of			Administrative
at the CUP	submitted			Officer I
Registrar's Office.	clearance, and			(Registrar's
	issue the			Office,
	corresponding			CUP)
	order of payment.			
2. Present order of	2. Issue the Official	PHP 100/	2 Minutes	JAIME C. DILIG
payment and pay	Receipt (OR) to	page		JR.
the necessary fees	the client based			Revenue Collection Clerk II
to the assigned	on presented			Cashier
staff of the CUP	order of payment.			(CUP)
Cashier's Office.				(33.)
3. Present OR to the	3. Stamp the OR,	None	1 Minute	MARIO L.
assigned staff of	write the			CASTELO
the CUP	releasing date of		(7 days-waiting	Administrative
Registrar's Office.	the TOR at the		time prior	Officer I
	back thereof, and		issuance of	(Registrar's
	advice the client		TOR)	Office,
	to return after 7		1010)	CUP)
	working days.			
	3.1 Retrieve the			
	records of the			
	requester.			
4. Present the OR to	4. Release the TOR	None	1 Minute	MARIO L.



the assigned staff	to the client.			CASTELO
of the CUP				Administrative
Registrar's Office.				Officer I
				(Registrar's
				Office,
				CUP)
	TOTAL:	PHP	7 Days and	
		100/page	6 Minutes	

206. Securing Transcript of Records (TOR) 1st Request (Graduates of 1 year ago and previous years)

Former Graduate students of the City University of Pasay can secure original copy of Transcript of Records (TOR) from the said university.

Office or Division:	City University of F	City University of Pasay (CUP)				
Classification:	Highly Technical					
Type of Transaction:	G2C – Governmer	G2C – Government to Citizen				
Who may avail:	Formerly and New	ly CUP Gradua	ted Student's			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE		
Principal:						
Completely Signed Clea	` • • ·	CUP Cashier's				
Any Government ID Ca		· ·	ce, PSA, SSS, GS	SIS, COMELEC,		
Represented (Documer	nt Owner)	LTO				
(1 original)						
Representative	<u> </u>	_				
Authorization Letter (1 (•	ented (Document	,		
Any Government ID Ca			ce, PSA, SSS, GS	SIS, COMELEC,		
Represented (Documer	,	LTO				
(1 original, 1 photocopy		DID Deet Off	DOA OOO OO	NO COMELEO		
Any Government ID Ca	rd of Representative	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO				
(Document Owner) (1 original)		LIO				
Completely Signed Clea	arance (1 original)	CUP Cashier's	s Office			
		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
Present fully	 Check the 	None	2 Minutes	MARIO L.		
signed clearance	completeness			CASTELO		
to the assigned	and veracity of			Administrative		
staff at the CUP	submitted			Officer I		
Registrar's Office.	clearance and			Registrar's Office		
	issue the			(CUP)		



		corresponding order of payment			
2.	Present the order of payment and pay the necessary fees to the assigned staff of the CUP Cashier's Office.	Issue the Official Receipt (OR) to the client based on presented order of payment.	PHP 100/ page	2 Minutes	JAIME C. DILIG JR. Revenue Collection Clerk II Cashier (CUP)
	Present OR to the assigned staff of the CUP Registrar's Office. Present the OR	 3. Stamp the OR, write the releasing date of the TOR at the back thereof, and advice the client to return after 7 days. 3.1 Retrieve the records of the requester and check for its completeness based on the needed requirements. 4. Release the 	None	1 Minute (13 Days, 7 Hours, and 54 Minutes- waiting time prior issuance of TOR)	MARIO L. CASTELO Administrative Officer I Registrar's Office (CUP) MARIO L.
	to the assigned staff of the CUP Registrar's Office.	TOR to the client.			CASTELO Administrative Officer I (Registrar's Office, CUP)
		TOTAL:	PHP 100/ page	14 Days	

207. Securing Transcript of Records (TOR) of Undergraduate Students

Undergraduate Students of the City University of Pasay (CUP) can secure original copy of Transcript of Records (TOR) from the said university.



Office or Division:	City University of I	Pasay (CHP)		
Classification:	Highly Technical	454y (561)		
Type of Transaction:	- ·	G2C – Government to Citizen		
Who may avail:	Former and Prese		JP Students	
CHECKLIST OF RI			WHERE TO SEC	URE
Principal				
Applicant Letter		Document Ow	ner	
Any Government ID Car	d (1 original)	BIR, Post Office	ce, PSA, SSS, GS	SIS, COMELEC,
-		LTO		
Duly Accomplished App				
- Permanent Reco	rd Form			
(1 original)		CUP Registrar	r's Office	
- Detail/Information		Requester		
the Application		0110 0 11 1	0.00	
Completely Signed Clea	rance (1 original)	CUP Cashier's	S Office	
Representative	Nei acion a I	Davasa #25	antad (Daguesta	A .
Authorization Letter (1 C		•	ented (Requester	
Any Government ID Car		LTO	ce, PSA, SSS, GS	SIS, COMELEC,
Represented (Document Owner) (1 original)				
Any Government ID Car	d of Representative	BIR, Post Office, PSA, SSS, GSIS, COMELEC,		
(1 original)	d of Representative	LTO		
Duly Accomplished App	lication Form:	2.0		
- Permanent Reco				
(1 Original)		CUP Registrar's Office		
- Detail/Information	to be indicated in	Person Represented (Requester)		
the Application	Form			
Completely Signed Clea		CUP Cashier's Office		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1. Check the	None	3 Minutes	MARIO L.
requirements and	completeness			CASTELO
fully signed	and veracity of			Administrative
clearance together	submitted			Officer I
with the duly accomplished	requirements,			(Registrar's
application form to	and issue the			Office, CUP)
the assigned staff	corresponding			
at the CUP	order of			
Registrar's Office	payment.			
-	2. Issue the Official	PHP	2 Minutes	JAIME C. DILIG
of payment and	Receipt (OR) to	100.00/page	2 Williates	JR.
pay the necessary	the client based	100.00/page		Revenue
p.s., 1100000011	the onem based			



fees to the assigned staff of the CUP Cashier's Office.	on presented order of payment.			Collection Clerk II Cashier (CUP)
3. Present OR to the assigned staff of the CUP Registrar's Office.	 Stamp the OR, write the releasing date of the TOR at the back thereof, and advise the client to return after 7 days. Retrieve the records of the requester. 	None	15 Minutes (7 days-waiting time prior issuance of TOR)	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
Present the OR to the assigned staff of the CUP Registrar's Office.	4. Release the Transcript of Record (TOR) to the client.	None	3 Minutes	MARIO L. CASTELO Administrative Officer I (Registrar's Office, CUP)
	TOTAL:	PHP 100/page	7 Days and 23 Minutes	

208. Sidewalk Clearing Services

The Pasay City Environment and Natural Resources Office regularly conducts clearing services in the City such as sidewalk obstructions. Also, it assists the City Engineers Office in the demolition of shanties located along City sidewalks; and the Pasay City Social Welfare and Development Department during rescue operation of homeless people.

Office or Division:	Pasay City Environment and Natural Resources Office (PCENRO)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government and G2C-Govenrment to Citizen		
Who may avail:	Barangays and private sectors		
Request/complaint letter	r (1 original) Requesting party		
Printed photo of the concerned area		Requesting party	
(1 photocopy)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to PCENRO and submit your written request/ complaint with photo of concerned area.	Receive the letter request and forward it to the group assigned in the area.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
2. Wait for your request/ complaint to be processed by the PCENRO.	Discuss with the client or requesting party the details of the complaint.	None	4 Minutes	ENGR. RENATO A. SANCHEZ, Officer-in-Charge, (PCENRO) RONALD RAE M. SALVADOR, Supervising Administrative Officer (PCENRO)
Secure schedule of clearing operations from PCENRO.	3. Arrange and issue the approved schedule of clearing operations.	None	4 Minutes	RONALD RAE M. SALVADOR, Supervising Administrative Officer (PCENRO)
	TOTAL:	None	10 Minutes	

209. Signing of Checks for Payment of Various Obligations

The Office of the City Vice Mayor processes the check signing for the payment of various obligations of the City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City Vice Mayor (OCVM)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government; G2C-Government to Citizen		
Who may avail:	Employees, former employees, and other offices under the		
	legislative department		



CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE
For Payment of Salary:		Development City Budget O City Accountir	ng Office (CAcctg('s Office (CTO)	
For Payment of Term Benefits: - Approved Vouc - Approved Oblig	cher (1 original)	· ·), CAcctgO, CTO	
(1 original) - Approved Leav (1 original)	ve Application	HRMDO, CBO HRMDO		
(1 original)	f Terminal Leave	HRMDO		
For Payment of Seminar/Training Fees: - Approved Voucher (1 original) - Approved Obligation Request (1 original)		CAcctgO and CTO Concerned Department/Office, CBO		
- Approved Trav	el Order (1 original)	OCVM		
For Payment of Serve - Approved Vouc - Approved Obliq (1 original)	cher (1 original) gation Request	General Services Office, CAcctgO, CTO, OCVM Concerned Department/Office, CBO, OCVM		•
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit check and supporting documents to the Administrative Section of the Office of the Vice Mayor for review of documents.	1. Evaluate the documents. 1.1 Check will then be forwarded to the Vice Mayor for his approval	None	7 Hours 25 Minutes	RICHARD T. FELIX Supervising Administrative Officer (OCVM) ROLANDO M. OSIT Administrative Assistant II (OCVM) ANGELITO S.



	1.2Transmit the signed checks to the Office of the City Accountant for proper action	None	30 Minutes	DELA CRUZ Administrative Assistant II (OCVM) ROMMEL M. TORRES Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I (OCVM)
2. Follow-up the status of check at the OCVM.	2. Advise the client that the check has been signed, and was already transmitted to City Accountant's Office.	None	5 Minutes	ARNEL A. UBALDE Administrative Officer IV (OCVM) ROMMEL M. TORRES Administrative Aide I (OCVM)
	TOTAL	None	1 Day	

210. Slaughterhouse Operation – Ante Mortem/Post Mortem Inspection

All animals intended for human consumption shall be brought for inspection to the City Government's slaughterhouse, operated by the City Veterinarian's Office. This is done to ensure that only healthy animals are slaughtered and those deemed unhealthy are separated and dealt with accordingly.

Office or Division:	City Veterinarian's Office (CVO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Meat Vendors		
CHECKLIST OF RE	QUIREMENTS WHERE	TO SECURE	
Principal			



Shipping permit (1 Original)		Animal Shop or City/Provincial Veterinarian Office designated by Bureau of Animal Industry (BAI)		
Health Certificate (1 Original)		Licensed Veterinarian Office/Clinic		
Representative	,			
Shipping permit (1 Origin	nal)	Animal Shop	or City/Provincial	Veterinarian Office
	•	designated by	/ Bureau of Anima	al Industry (BAI)
Health Certificate (1 Original Control of the Contr	ginal)	License Veter	rinarian Office/Clir	nic
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present live animal for Ante Mortem Inspection at slaughterhouse. Note: Slaughterhouse is located either at Kayang, Dian Street or Malvar, Virata Street, Pasay City. The client may proceed to location convenient to him/her.	Conduct Ante Mortem inspection to all animals before slaughter.	Large Cattle - PHP 15 Hog - PHP 10 Goat, Sheep and the likes - PHP 5	3 Hours	FLORANTE C. PUNZALAN Meat Inspector I (CVO) assigned at Kayang or ANTHONY T. DENUS Meat Inspector I (CVO) assigned at Kayang; FELIX M. TORRENUEVA Pound Keeper I (CVO) assigned at Malvar
2. Present the slaughtered animal for Post Mortem Inspection either at Slaughterhouses located either at Kayang, Dian Street or Malvar, Virata Street, Pasay City.	2. Conduct Post Mortem inspection on meat and internal organs to ensure that the meat is safe for human consumption.	Large Cattle - PHP15 Hog - PHP 10 Goat, Sheep and the likes - PHP 5	1 Hour	FLORANTE C. PUNZALAN Meat Inspector I (CVO) assigned at Kayang or ANTHONY T. DENUS Meat Inspector I (CVO) assigned at Kayang; FELIX M. TORRENUEVA Pound Keeper I



				(CVO) assigned at Malvar
3. Secure Matanza (Proof of Payment) at the slaughterhouse.	3. Issue Matanza or Proof of Payment to the client.	None	5 Minutes	Slaughterhouse Operator, (Kayang or Malvar)
4. Present the Matanza or Proof of Payment to the assigned personnel of the CVO at the slaughterhouse; and secure Meat Inspection Certificate.	4. Issue Meat Inspection Certificate to the client.	None	5 Minutes	FLORANTE C. PUNZALAN Meat Inspector I (CVO) assigned at Kayang or ANTHONY T. DENUS Meat Inspector I (CVO) assigned at Kayang; FELIX M. TORRENUEVA Pound Keeper I (CVO) assigned at Malvar
	TOTAL:		4 Hours and 10 Minutes	

211. Street Sweeping Services

The Pasay City Environment and Natural Resources Office regularly cleans the City with the help of street sweepers assigned to different areas within the jurisdiction of Pasay for a maximum of sixteen (16) hours at two (2) shifts per day.

Office or Division:	Pasay City Enviro	nment and Natural Resources Office (PCENRO)	
Classification:	Simple		
Type of Transaction:	G2C – Governmer	nt to Citizen	
Who may avail:	Barangays, NGOs and private sectors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request letter (1 original)		Requesting party	
Printed photo of the concerned area		Requesting party	



(1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to PCENRO and submit letter request with the photo of the concerned area.	1. Receive the letter request and forward it to the supervisor of the sweepers.	None	2 Minutes	ENCARNITA A. IDIOMA Administrative Assistant II, (PCENRO)
2. Discuss details of the request to the Street Sweeper Supervisor from PCENRO.	2. Attends to the concerns of the client/ requesting party and notes the details of the request.	None	10 Minutes	ALEXANDER P. GOMEZ Administrative Aide IV (PCENRO)
3. Secure the schedule of clean-up operations from PCENRO.	3. Arrange and issue the approved schedule of clean-up operations.	None	5 Minutes	ALEXANDER P. GOMEZ Administrative Aide IV (PCENRO)
	TOTAL:	None	17 Minutes	

212. Supplemental Report of Omitted Information in a Registered Civil Registry Document

Processing of supplemental report of omitted information in a registered civil registry document at the Local Civil Registry Office.

Office or Division:	Local Civil Registry	Local Civil Registry Office (LCRO)		
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	All			
CHECKLIST OF REC	QUIREMENTS WHERE TO SECURE			
Principal:				
Document issued by the PSA with omitted		Philippine Statistics Authority (PSA)		
information (1 original, 1 p	hotocopy)			
Affidavit for Supplemental Report (3 original)		Notary Public		
Any Supporting Document to support the				
omitted information (1 orig	inal, 1 photocopy)			



e.g. Certificate of Baptism	Church
Certificate of Marriage	PSA or LCRO
Certificate of Live Birth	PSA or LCRO
Valid Government ID Card (1 original,	Bureau of Internal Revenue (BIR), Philippine Postal
1 photocopy)	Corporation (Post Office), Philippine Statistics Authority
	(PSA), Social Security System (SSS), Government
	Service Insurance System (GSIS), Commission on
	Election (COMELEC), Land Transportation Office (LTO)
Representative:	
Special Power of Attorney (1 original)	Person Represented (Document Owner)
Valid Government ID Card of the Person	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Represented (Petitioner)	
(1 original, 1 photocopy)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
Representative (1 original, 1 photocopy)	
Affidavit of Kinship (in case of deceased	Nearest of Kin/Immediate Family
owner) (1 original)	
Document issued by the PSA with omitted	PSA
information (1 original, 1 photocopy)	
Affidavit for Supplemental Report (3 original)	Notary Public
Any Supporting Document to support the	
omitted information (1 original, 1 photocopy)	
e.g. Certificate of Baptism	Church
Certificate of Marriage	PSA or LCRO
Certificate of Live Birth	PSA or LCRO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents to the requesting window at the Local Civil Registry Office	 Review the documents for consistency, completeness and jurisdiction. If incomplete or inconsistent supporting documents, petitioner will be advised of the insufficiencies of documents. Once checked, issue order of payment for the required fees for the filing fee of supplemental report and certified true copies to the client. 	None	6 Minutes	ROD-JAN S. POLIDARIO Registration Officer II (LCRO) or FRENCITA P. PENECITOS Administrative Aide II (LCRO)
2. Pay the required fees at the City Treasurer's Office	2. Issue Official Receipt (OR) based on submitted order of payment from the LCRO.	For Supplemental Report Fee (SRF) - PHP 100 For CTC of Supplemental Report (CTCSR) - PHP 50 For CTC of the annotated civil	5 Minutes	Teller (CTO)



		registry document (CTCCRD) – PHP 50 For Annotation Fee (AF) – PHP 100 For computerization Fee (CF) – PHP 20		
3. Present OR to the assigned personnel of the Local Civil Registry Office and releasing window	3. Verify OR. Once verified, prepare annotation, certified true copies of the supplemental report, annotated civil registry document. 3.1 Record transaction in the logbook and release the following document for submission to PSA: Certified copy of the annotated civil registry document, certified copy of the Affidavit for Supplemental Report and civil registry document with supplemental	None	37 Minutes	FRENCITA P. PENECITOS Administrative Aide II (LCRO) or ROD-JAN S. POLIDARIO Registration Officer II (LCRO)



4. Sign the logbook	report. 4. Place the	None	2 Minutes	FRENCITA P.
at the Local Civil Registry Office releasing window.	appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.			PENECITOS Administrative Aide II (LCRO)
	TOTAL:	SRF + AF + CTCSR + CTCCRD + CF = PHP 320	50 Minutes	

213. Tax Mapping/Verification of Property Location

This service enables the clients to identify real property, its ownership and location in the tax map at the City Assessor's Office.

Office or Division:	City Assessor's Office (CAssrO)				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen			
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
Photocopy of Transfer C (TCT/s)	ertificate of Title/s	of Title/s Property Owner			
Valid Government Issue	d Identification	Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO,			
Card (1 photocopy)		COMELEC, C	SCA-LGU		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CEIEIII STEI S	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Present Valid ID	1. Issue Order of	None	5 Minutes	ARNULFO P.	
card and TCT/s to	Payment to			MALINAO	
the assigned	the client.			Tax Mapper I	
personnel of the City				ROSALINDA C.	
Assessor's Office				GRAVIDEZ	
Tax Mapping				Tax Mapper I	



Division.				FLORO D. HERNANDO Tax Mapping Aide I PATRICIO V. VILLANUEVA Administrative Assistant I (CAssrO)
2. Proceed to City Treasurer's Office (CTO) and pay the required fees.	2. Issue Official Receipt (OR) based on presented order of payment from the City Assessor's Office.	PHP 40	5 Minutes	Cashier (CTO)
3. Present the issued Official Receipt to the assigned personnel of the City Assessor's Office- Tax Mapping Division.	3. Present the requested property location to the client.	None	5 Minutes	ARNULFO P. MALINAO Tax Mapper I ROSALINDA C. GRAVIDEZ Tax Mapper I FLORO D. HERNANDO Tax Mapping Aide I PATRICIO V. VILLANUEVA Administrative Assistant I
	TOTAL:	PHP 40	15 Minutes	(CAssrO)

214. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Processing of Purchase Order (PO) and Notice to Proceed (NTP)

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).



Office or Division:	General Services Office (GSO)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Offices/Departments of the City Government and National Government
	Agencies (NGAs) financially assisted by the City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed BAC Resolution (2 original)	BAC Secretariat
Signed Notice of Award (2 original, 1 duplicate)	BAC Secretariat
Bid Evaluation Report (1 original)	BAC Secretariat
Post-Qualification Report (1 original)	BAC Secretariat
Eligibility Requirements (1 original, 1 duplicate)	BAC Secretariat
Purchase Request (2 original, 2 duplicate)	Requesting Department/Office/NGA
Obligation Request (2 original, 2 duplicate)	Requesting Department/Office/NGA
Certificate of Availability of Appropriation (CAA) (2 original)	Requesting Department/Office/NGA
Annual Procurement Plan (APP) (1 photocopy)	Requesting Department/Office/NGA
Project Procurement Management Plan (PPMP) (1 photocopy)	Requesting Department/Office/NGA
Project Brief/Project Proposal (1 original, 1 certified true copy)	Requesting Department/Office/NGA
Specifications/Terms of Reference/Scope of Works (1 original, 1 certified true copy)	Requesting Department/Office/NGA
Certificate of Canvass/Price Certification (1 original, 1 certified true copy)	Requesting Department/Office/NGA
If for repair of equipment/machinery: Request for Pre-Repair Inspection (1 original, 1 certified true copy)	GSO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed BAC Resolution and Notice of Award and other relative bidding documents.	1. Check the completeness of the submitted bidding documents and inform the supplier/contractor to submit Performance Bond.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer /BAC Secretariat Member (GSO)
	1.1 Prepare the PO and NTP and transmit to the Office of the Mayor	None	15 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)



	for approval and signature.			
Endorse PO and NTP duly signed and approved by the City Mayor to GSO. Receive the	2. Receive the duly signed and approved PO and NTP and inform the supplier/contractor for signature.	None	3 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer /BAC Secretariat Member (GSO)
signed PO.	2.1 Prepare transmittal of copy of signed PO/Contract for submission to the Commission on Audit (COA) and to the end-user office/department.	None	5 Minutes	ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)
	2.2 Check, sign and submit the transmittal and its attachments.	None	2 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO)
	TOTAL:	None	30 Minutes	

Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184

215. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

Office or Division:	General Services Offic	e (GSO)		
Classification:	Simple	Simple		
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices/Departments of the City Government and National Government			
	Agencies (NGAs) financially assisted by the City Government			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
Purchase Request (2 original, 2 duplicate)		Requesting Department/Office/NGA		
Obligation Request (2 original, 2 duplicate)		Requesting Department/Office/NGA		



Certificate of Availabili (CAA) (2 original)	ty of Appropriation	Requesting	g Department/Offic	ce/NGA		
	Annual Procurement Plan (APP)			Requesting Department/Office/NGA		
Project Procurement N (PPMP) (1 photocopy)	•	Requesting	g Department/Offic	ce/NGA		
Project Brief/Project P 1 certified true copy)	roposal (1 original,	Requesting	g Department/Offic	ce/NGA		
Specifications/Terms of Works (1 original, 1 ce	of Reference/Scope of ertified true copy)	Requesting	g Department/Offic	ce/NGA		
Certificate of Canvass (1 original, 1 certified t	rue copy)	Requesting	g Department/Offic	ce/NGA		
Request for Pre-Repa	If for repair of equipment/machinery: Request for Pre-Repair Inspection (1 original, 1 certified true copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit duly signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO.	4. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action.	None	5 Minutes	BAC Secretariat Members: FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)		
	TOTAL:	None	5 Minutes	(/		

Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184

216. Timely Registration of Certificate of Death and Fetal Death

Applying for timely registration of Certificate of Death and Fetal Death at the Local Civil Registry Office. Timely registration is registration of death within thirty (30) days from the date of the event.

Office or Division:	Local Civil Registry Office (LCRO)
Classification:	Simple



Type of Transaction:	G2C – Government to	n Citizen			
Who may avail:		Funeral homes liaison officers, nearest kin, or immediate family members			
Tillo may aram	of the deceased pers		ot kin, or minodial	o family monitorio	
CHECKLIST OF F		<u> </u>	WHERE TO SEC	URE	
Accomplished Certificate Death (4 original)		Hospital, Heal	Hospital, Health Center, Funeral Homes, City Health		
Accomplished Mun. Forn the deceased person is a (4 original)		, ,	ospital Records, Bu I Chief	urial Ceremony	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the accomplished COD/COFD to the Registration Officer at the Local Civil Registry Office.	 Process the application: Review for jurisdiction, correctness, completeness, and condition of the COD/COFD. Receive and assign/inscribe registry number to the COD/ COFD and segregate LCRO and PSA file copies and two (2) copies for the interested party. Issue the two (2) copies of the registered COD/ COFD to the client. 	None	11 Minutes	FE J. MAGNAYE- PLANTINOS Administrative Aide II (LCRO) ROD-JAN S. POLIDARIO Registration Officer II (LCRO)	
2. Claim the COD/ COFD at the LCRO transaction window, and sign the logbook.	2. Place the appropriate remarks in the logbook upon issuance of the requested	None	2 Minutes	FE J. MAGNAYE- PLANTINOS Administrative Aide II (LCRO)	



document, and keep the records for future file/reference.			
TOTAL:	None	13 Minutes	

217. Timely Registration of Certificate of Live Birth

Applying for timely registration of Certificate of Live Birth from the Local Civil Registry Office. Timely registration is registration of birth within thirty (30) days following the event.

Office or Division:	Local Civil Dogistav	Office (LCDO)	
Classification:	Local Civil Registry Office (LCRO) Simple and Complex		
	G2C – Government to Citizen		
Type of Transaction:			
Who may avail:	Parent/s of the New	Born Child/Birthing Institution Records Personnel	
CHECKLIST OF RE		WHERE TO SECURE	
FOR INDIVIDUAL or PIEC	CE-MEAL FILING		
Marital/Legitimate Child			
Accomplished Certificate (4 original)		Birthing Institution (Hospital, Lying-in)	
Certificate of Marriage of F	Parents	Philippine Statistics Authority (PSA) or LCR Office	
(1 PSA or CTC)		where marriage was registered	
Mun. Form No. 102 (IP Fo	orm No. 1)	LCR Office, Birthing institution	
(4 original)			
 If parents are IPs o 	r Muslims		
Unacknowledged Child			
Accomplished Certificate of Live Birth		Birthing Institution (Hospital, Lying-in)	
(4 original)			
Accomplished Mun. Form	No. 102 (IP Form	LCR Office, Birthing institution	
No. 1) (4 original)			
 If mother is a member 	per of IPs or Muslim		
Acknowledged Non-Mari	ital Child		
Accomplished Certificate	of Live Birth	Birthing Institution (Hospital, Lying-in)	
(4 original)			
 With accomplished 	and duly notarized	Notary public	
Affidavit of Admissi	on of Paternity found		
in back page			
Accomplished Mun. Form	No. 102 (IP Form	LCR Office, Birthing institution	
No. 1) (4 original)			
- If parents are IPs or Muslims			
Duly notarized Affidavit to		Notary public, LCR Office (for the prescribed form)	
the Father executed by the	e child's mother - if		
child will use the father's s	surname (4 original)		



Personal Appearance of Parents at the LCRO	Parents
Valid Government ID Card	Bureau of Internal Revenue (BIR), Philippine Postal
(1 original for each parent)	Corporation (Post Office), Philippine Statistics
(· c.i.g.i.a. i.c. ca.c.i. pa. ci.i.)	Authority (PSA), Social Security System (SSS),
	Government Service Insurance System (GSIS),
	Commission on Election (COMELEC), Land
	Transportation Office (LTO)
FOR BIRTHING INSTITUTION BATCH	
FILING	
Marital/Legitimate Child	
Accomplished Certificate of Live Birth	Birthing Institution (Hospital, Lying-in)
(4 original)	
Certificate of Marriage of Parents	PSA or LCR Office where marriage was registered
(1 PSA or CTC)	
Mun. Form No. 102 (IP Form No. 1)	LCR Office, Birthing institution
(4 original)	
If parents are IPs or Muslims	
Unacknowledged Child	
Accomplished Certificate of Live Birth	Birthing Institution (Hospital, Lying-in)
(4 original)	
Accomplished Mun. Form No. 102	LCR Office, Birthing institution
(IP Form No. 1)	
(4 original)	
If mother is a member of IPs or Muslim	
Acknowledged Non-Marital Child	
Accomplished Certificate of Live Birth	Birthing Institution (Hospital, Lying-in)
(4 original)	Nietemaniskie
With accomplished and duly notarized Affidavit	Notary public
of Admission of Paternity found in back page	LCD Office Dirthing institution
Accomplished Mun. Form No. 102	LCR Office, Birthing institution
(IP Form No. 1)	
(4 original)	
If parents are IPs or Muslims Duly notarized Affidavit to Use the Surname of	Notary public, LCR Office (for the prescribed form)
	Notary public, LCR Office (for the prescribed form)
the Father executed by the child's mother - if child will use the father's surname	
(4 original)	
Valid Government ID Card	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
(1 original for each parent)	
(1 original for each parent)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Submit the accomplished Certificate of Live Birth (COLB) and other required	1. Process the application: 1.1 Receive, and issue claim stub	BE PAID None	TIME For Individual or piece-meal filing: A. Legitimate/	RESPONSIBLE FE J. MAGNAYE- PLANTINOS Administrative Aide II (LCRO)
documents to the Registration Officer of the LCRO for review.	indicating the date and time of release 1.2 Review for jurisdiction, correctness, completeness, and condition of the COLB and requirements. 1.3 For acknowledged		marital child and unacknowledged child: 1 Day B. Acknowledged non-marital child: 2 Days For birthing institutions' batch filing:	or FRENCITA P. PENECITOS Administrative Aide II (LCRO)
	non-marital child, record the Affidavit to Use the Surname of the Father (if applicable)		5 Days	
	1.3.1 Assign registry number on the received AUSF 1.3.2 Record the			
	appropriate remarks in the logbook for legal instruments.			
	1.4 Receive, assign/inscribe registry number to			



				<u> </u>
	the COLB.			
	1.5 Sign the			ROMULO C.
	registration of the			TRESVALLES City Civil Registrar
	certificate			(LCRO)
	1.6 Encode the			FE J. MAGNAYE-
	certificate with appropriate			PLANTINOS Administrative
	statistical data			Aide II
	Statistical data			(LCRO)
	1.7 Segregate copies.			or
	Keep two (2)			EDENICITA D
	copies of the registered COLB			FRENCITA P. PENECITOS
	for LCR and PSA			Administrative
	filing.			Aide II (LCRO)
				(LONO)
	1.8 Issue the two (2)			
	copies of the			
	registered COLB to the client.			
	the dient.			
2. On the release	2. Verify the COLB	None	2 Minutes	FRENCITA P.
date, present the claim stub at the	being claimed, and			PENECITOS Administrative
Local Civil	issue the two (2)			Aide II
Registry Office	copies of the			(LCRO)
releasing window.	registered COLB to the client.			or
				LILIBETH S. DELA ROSA
				Administrative
				Aide II
3. Claim the	3. Place the	None	2 Minutes	(LCRO) LILIBETH S. DELA
requested	appropriate		2	ROSA
document at the	remarks in the			Administrative Aide II
LCRO releasing	logbook upon issuance of the			(LCRO)
window, and sign the logbook.	requested			,
	document, and			or
	1		<u> </u>	



keep the records for future file/reference.			ROMEO S. RIVERA II Administrative Aide II (LCRO)
TOTAL	: None	For individual or piece-meal filing of: A. Legitimate/ marital child and unacknowledged child: 1 Day and 4 minutes B. Acknowledged non-marital child: 2 Days and 4 Minutes For birthing institutions' batch filing: 5 Days and 4 minutes	

218. Timely Registration of Certificate of Marriage

Applying for timely registration of Certificate of Marriage (COM) at the Local Civil Registry Office.

- For a marriage with a marriage license, registration should be made within fifteen (15) days after the event.
- For a marriage under **Article 34 or PD 1083**, registration should be made within thirty (30) days after the event.

Office or Division:	Local Civil Registry Office (LCRO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Officiating ministers, solemnizing officers, contracting parties, court		
	personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal:			
With Marriage License	ith Marriage License		
Accomplished Certificate of Marriage		Trial Courts, Church, Chapels, Officiating Ministers	



(4 original)	
Mun. Form No. 97 (IP Form No. 3)	LCR Office, Imam, Tribal Chief
(4 original)	, ,
- If contracting parties are IPs or Muslims	
Marriage License (1 set original, 1 set	LCR Office where one or both of the contracting
photocopy)	parties is a resident
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of Trial	
Court, Church, or Mayor's Office	
(4 original)	
Registered Pre-Nuptial Agreement, if	Notary public, LCR Office
applicable (1 photocopy)	
Under Article 34	
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	
 Accomplished and duly notarized Oath 	- Notary public
of the Solemnizing Officer found at the	
back page	
Accomplished Mun. Form No. 97 (IP Form No.	LCR Office, Tribal Chief
3) (4 original)	
- If contracting parties are IPs	
Duly notarized Affidavit of Cohabitation	Notary public
executed by the contracting parties	
(4 original)	Contraction results a Natamanahlia
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of Trial	
Court or Church (4 original)	Notary public LCD Office
Copy of the registered Pre-Nuptial Agreement,	Notary public, LCR Office
if applicable (1 photocopy) Under P.D. 1083	
Accomplished Certificate of Marriage	Imam
(4 original)	Illialli
- Accomplished and duly notarized Oath	Notary public
of the Solemnizing Officer found at the	Notary public
back page	
Accomplished Mun. Form No. 97 (IP Form No.	LCR Office, Imam
3) (4 original)	2017 311100, 1110111
- If contracting parties are Muslims	
Copy of the registered Pre-Nuptial Agreement,	Notary public, LCR Office
if applicable (1 photocopy)	, , , , , , , , , , , , , , , , , , ,
Representative:	
With Marriage License	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting
	· · · · · · · · · · · · · · · · · · ·



	parties
Valid Government ID Card of the person/s	Bureau of Internal Revenue (BIR), Philippine Postal
represented (Officiating minister, solemnizing	Corporation (Post Office), Philippine Statistics
officer, contracting parties, court personnel)	Authority (PSA), Social Security System (SSS),
(1 original)	Government Service Insurance System (GSIS),
(1 original)	Commission on Election (COMELEC), Land
	· · · · · · · · · · · · · · · · · · ·
Valid Government ID Card of the	Transportation Office (LTO)
	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original)	Tilo (O) LOG LOG Mile
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	
Accomplished Mun. Form No. 97 (IP Form No.	LCR Office, Imam, Tribal Chief
3) (4 original)	
 If contracting parties are IPs or Muslims 	
Marriage License (1 set original, 1 set	LCR Office where the one or both of the contracting
photocopy)	parties is a resident
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of Trial	
Court or Church (4 original)	
Copy of the registered Pre-Nuptial Agreement,	Notary public
if applicable (1 photocopy)	, seemy planets
Under Article 34	
Authorization Letter (1 original)	Officiating minister, solemnizing officer, contracting
(g,	parties
Valid Government ID Card of the person/s	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
represented (Officiating minister, solemnizing	
officer, contracting parties, court personnel)	
(1 original)	
Valid Government ID Card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
representative (1 original)	
Accomplished Certificate of Marriage	Trial Court, Church, Chapels, Officiating Ministers
(4 original)	That Jourt, Orlands, Orlapels, Orlidating Willisters
`	- Notary public
- Accomplished and duly notarized Oath	- Notary public
of the Solemnizing Officer found at the	
back page	LCD Office Tribal Chief
Accomplished Mun. Form No. 97 (IP Form No.	LCR Office, Tribal Chief
3) (4 original)	
- If contracting parties are IPs	N. d. I.B.
Duly notarized Affidavit of Co-habitation	Notary public
executed by the contracting parties	
(4 original)	
Duly notarized Request for Celebration of	Contracting parties, Notary public
Marriage if parties got married outside of Trial	



Court, Church, or May	or's Office (4 original)			
Copy of the registered Pre-Nuptial Agreement,		Notary public, LCR Office		
if applicable (1 photoc	copy)			
Under P.D. 1083				
Authorization Letter (1		Imam, Contracting parties		
Valid Government ID Card of the person/s		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
represented (Officiating minister, solemnizing				
officer, contracting parties, court personnel)				
(1 original)		DID D : 0//		0.001/51.50.150
Valid Government ID Card of the		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
representative (1 original control origi				
Accomplished Certific	ate of Marriage	Imam		
(4 original)		NI. (a I.P.		
	and duly notarized Oath	Notary public		
	zing Officer found at the			
back page Accomplished Mun. F	form No. 07	LCR Office, Ima		
(IP Form No. 3) (4 original (4)		LCR Office, fift	alli	
•	arties are Muslims			
	d Pre-Nuptial Agreement,	Notary public, LCR Office		
if applicable (1 photoc		Trotally public, I	LOIT Office	
ii applicable (1 prietes	,opy,			
		FFFS TO	PROCESSING	PFRSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	AGENCY ACTIONS 1. Review for			RESPONSIBLE MARIA SOL D.
Submit the accomplished		BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ
Submit the accomplished Certificate of	Review for	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration
Submit the accomplished Certificate of Marriage (COM)	Review for jurisdiction, correctness,	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
Submit the accomplished Certificate of Marriage (COM) and other	Review for jurisdiction, correctness, completeness and	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration
Submit the accomplished Certificate of Marriage (COM) and other required	Review for jurisdiction, correctness, completeness and condition of the	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
Submit the accomplished Certificate of Marriage (COM) and other required documents to the	1. Review for jurisdiction, correctness, completeness and condition of the COM and	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration	Review for jurisdiction, correctness, completeness and condition of the	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements.	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/Receiving Clerk	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed,	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/ Receiving Clerk at the LCRO for	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/Receiving Clerk	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of payment for	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/ Receiving Clerk at the LCRO for	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/ Receiving Clerk at the LCRO for review.	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of payment for	None	TIME 10 Minutes	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/ Receiving Clerk at the LCRO for review. 2. Pay the	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of payment for Solemnization Fee. 2. Issue Official	BE PAID	TIME	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/ Receiving Clerk at the LCRO for review.	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of payment for Solemnization Fee. 2. Issue Official Receipt (OR) for the	BE PAID None • Solemnizati	TIME 10 Minutes	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/ Receiving Clerk at the LCRO for review. 2. Pay the necessary fees at	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of payment for Solemnization Fee. 2. Issue Official	None Solemnizati on Fee –	TIME 10 Minutes	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
1. Submit the accomplished Certificate of Marriage (COM) and other required documents to the Registration Officer/ Receiving Clerk at the LCRO for review. 2. Pay the necessary fees at the City	1. Review for jurisdiction, correctness, completeness and condition of the COM and requirements. 1.1 Once reviewed, issue order of payment for Solemnization Fee. 2. Issue Official Receipt (OR) for the	None Solemnizati on Fee –	TIME 10 Minutes	RESPONSIBLE MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)



		PHP 20		
3. Present OR to the Registration Officer/ Receiving Clerk at the LCRO.	3. Verify OR, receive and issue claim stub indicating the date and time of release. 3.1 Review and sign the COM 3.2 Assign/ Inscribe registry number to the COM and segregate LCRO and PSA file copies and 2 copies for the solemnizing officer and contracting parties	None	1 Day	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO) ROMULO C. TRESVALLES City Civil Registrar (LCRO) MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
4. On the date of release, present claim stub at the Local Civil Registry Office releasing window.	4. Verify the COM being claimed, and issue the two (2) copies of registered COM to the client.	None	1 Minute	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
5. Claim the COM at the LCRO releasing window, and sign the logbook.	5. Place the appropriate remarks in the logbook upon issuance of the requested document, and keep the records for future file/reference.	None	2 Minutes	MARIA SOL D. RAMIREZ Assistant Registration Officer (LCRO)
	TOTAL:	Solemnizatio n Fee + Computerizati on Fee = PHP 120	1 Day and 18 Minutes	



219. Transportation Request (Balik-Probinsiya Program)

A one-time request to any Bus Company within the territorial jurisdiction of Pasay City going to Cavite, Laguna, Batangas, Bicol and Quezon provinces. If request is granted by the bus company, only one (1) person can avail free ride (companion will only be given with discount). Other destination such as going to Leyte and Masbate provinces is subject for schedule and approval of the Bus Company; and if will be scheduled and approved, the requester will shoulder the Roro Fare thereof.

Of	ffice or Division:	Pasay Traffic and	Pasay Traffic and Parking Management Office (PTPMO)			
CI	assification:	Simple				
Ту	/pe of	G2C-Government t	o Citizen			
Tr	ansaction:					
W	ho may avail:	All				
	CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Re	eferral Letter (1 or	iginal)		Velfare Departmen	t	
C	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Submit the referral letter from the PSWD to the assigned personnel at	Receive the referral letter and interview the client.	None	2 Minutes	GRACIELA C. GUEVARRA Administrative Aide I Administrative Section (PTPMO)	
	the PTPMO.	1.1 Coordinate the approval of the request to the bus company.		2 Minutes		
		1.2 Prepare the transportation pass certificate upon the approval of request and confirmation of date of departure of the requesting party.		1 Minute		
2.	Claim the Transport Pass Certificate to the assigned	Release the Transport Pass Certificate to the client.	None	1 Minute	GRACIELA C. GUEVARRA Administrative Aide I Administrative Section	



personnel of PTPMO				(PTPMO)
	TOTAL:	None	6 Minutes	

220. Treatment and Rehabilitation (Assessment, Drug Dependency Examination, Treatment Referrals)

The City Anti-Drug Abuse Council shall provide assistance to individuals who shall undergo voluntarily treatment and rehabilitation to one of the following services available in accordance to level of risks, mandated by the Dangerous Drugs Board Regulation No 7, s. 2018.

For Low and Mild Dependency Levels of Risks

Office or Division:	City Anti-Drug Abu	ise Council (CADAC)			
Classification:	Simple	,			
Type of Transaction:	G2C – Government to Citizen				
Who may avail:		rugs (PWUD), Plea Bargain Clients, Drug Surrenders			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
PLEA BARGAIN					
Endorsement Letter (1 o	original)	ВЈМР			
Court Order (1 original)		Court			
Duly Accomplished App					
- Intake Form (1 o		CADAC			
	n to be indicated in				
the Intake Form		Client			
Severity Assessment (1	original)	CADAC			
DRUG SURRENDER					
Endorsement Letter (1 o	<u> </u>	BADAC Help Desk			
Duly Accomplished App					
- Intake Form (1 o		CADAC			
- Detail/Information					
the Intake Form		Client			
Severity Assessment (1		CADAC			
VOLUNTARY/WALK-IN					
Duly Accomplished App		04040			
- Intake Form (1 of		CADAC			
- Detail/Information to be indicated in		Oliona			
the Intake Form		Client			
FOR IN-PATIENT REH		Immodiate Deletives			
Petition Letter (1 origina		Immediate Relatives			
Duly Accomplished App		CADAC			
- Intake Form (1 o	riginai)	CADAC			



- Detail/Informat	ion to be indicated in	Client		
Severity Assessment (1 original)		CADAC		
FROM WORKPLACE		C/LD/10		
Endorsement Letter (1 original)	HR Office, DO	H Accredited Hos	pital or Clinics
Drug Test and Asses	sment (1 original)		ed Hospital or Lab	
Duly Accomplished A				
- Intake Form (1		CADAC		
	ion to be indicated in	Oli a ra t		
the Intake Fo		Client		
Severity Assessment		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned personnel at the information desk of CADAC.	1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement. 1.1 Provide schedule of assessment to the requesting party. 1.2 Conduct short briefing of the purpose and reason for its planned engagement.	None	15 Minutes	DANIEL T. ALFANOSO III Supervising Administrative Officer, Officer-in-Charge (CADAC)
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and	None	45 Minutes	DANIEL T. ALFANOSO III Supervising Administrative Officer, Officer-in-Charge (CADAC)



	category of intervention thereof. 2.1 Refer to DOH accredited Physician for further evaluation. 2.2 Provide the schedule for Medical Doctor's evaluation to the requesting party.			
3. Proceed to the Community Based Drug Rehab Treatment Program (CBDRTP) Coordinator of the CADAC. 3.1 Secure the waiver and enrollment form; and attach the severity assessment document or other documents, for review and case management.	3. Orient the requesting party about the intervention program, its duration and expectations. 3.1 Issue the waiver form and enrollment form to the requesting party. 3.2 Receive and review the submitted document. 3.3 Provide schedule for intervention to	None	1 Hour	DANIEL T. ALFANOSO III Supervising Administrative Officer, Officer-in-Charge (CADAC)



the requesting party.			
TOTAL:	None	2 Hours	

For Moderate Dependency Level of Risks with Court Orders or Plea Bargaining Agreements

Office or Division:	Office or Division: City Anti-Drug Abuse Council (CADAC)					
Classification:	Simple	(0.12.00)				
Type of Transaction:	G2C – Government to Citizen					
Who may avail:		Person Who Use Drugs (PWUD), Plea Bargain Clients, Drug Surrenders				
CHECKLIST OF R		WHERE TO SECURE				
PLEA BARGAIN						
Endorsement Letter (1 o	original)	ВЈМР				
Court Order (1 original)		Court				
Duly Accomplished App						
- Intake Form (1 or	•	CADAC				
- Detail/Information the Intake Form		Client				
Severity Assessment (1	original)	CADAC				
DRUG SURRENDER						
Endorsement Letter (1 o	original)	BADAC Help Desk				
Duly Accomplished App						
- Intake Form (1 or		CADAC				
- Detail/Information the Intake Form		Client				
Severity Assessment (1		CADAC				
VOLUNTARY/WALK-IN						
Duly Accomplished App	lication Form:					
- Intake Form (1 or		CADAC				
- Detail/Information	n to be indicated in	Client				
the Intake Form						
FOR IN-PATIENT REH						
Petition Letter (1 original	,	Immediate Relatives				
Duly Accomplished App						
- Intake Form (1 or		CADAC				
- Detail/Information		Client				
the Intake Form		04840				
Severity Assessment (1	original)	CADAC				
FROM WORKPLACE		110 000 00114 15 111 15 1 000				
Endorsement Letter (1 o	<u> </u>	HR Office, DOH Accredited Hospital or Clinics				
Drug Test and Assessm	, , ,	DOH Accredited Hospital or Laboratories				
Duly Accomplished App - Intake Form (1 or		CADAC				



Detail/Information to be indicated in the Intake Form		Client		
Severity Assessment (1 original)		CADAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned personnel at the information desk of CADAC.	1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement. 1.1 Provide schedule of assessment to the requesting party. 1.2 Conduct short briefing of the purpose and reason for its planned engagement.	None	15 Minutes	DANIEL T. ALFANOSO III Supervising Administrative Officer, Officer-in-Charge (CADAC)
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof. 2.1 Refer to DOH accredited Physician for further	None	45 Minutes	DANIEL T. ALFANOSO III Supervising Administrative Officer, Officer-in-Charge (CADAC)



	evaluation.			
	2.2Provide the schedule for Medical Doctor's evaluation to the requesting party.			
3. Proceed to any DOH Accredited Physician to undergo Drug Dependency Examination.	3. Conduct drug dependency examination, physical evaluation and diagnosis to client for appropriate referral to hospital/health centre for laboratories and treatment.	None	45 Minutes	GINALYN M. CAGUETE, MD Medical Officer III (CHO) MARY GRACE E. EDAÑO Medical Officer III/ DOH Accredited Physician (CHO) LEONA G. MENORCA Medical Officer IV/ DOH Accredited Physician (CHO) GERRY O. CRUZ Medical Officer IV/ DOH Accredited Physician (CHO)
4. Secure a waiver and enrollment form of voluntary submission to the treatment rehabilitation program from CADAC, prior referral and enrollment at the	4. Orient the requesting party about the intervention program, its duration and expectations. 4.1 Issue the	None	45 Minutes	DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge (CADAC)



Recovery Clinic, Malibay Central Plaza.	waiver form and enrollment form to the requesting party.			
	4.2 Provide schedule for intervention to the requesting party.			
	TOTAL:	None	2 Hours and 30 Minutes	

For Moderate Dependency Level of Risks without Court Orders nor Plea Bargaining Agreements

Agreements					
Office or Division:	City Anti-Drug Abuse Council (CADAC)				
Classification:	Simple				
Type of Transaction:	G2C – Government	to Citizen			
Who may avail:	Person Who Use Dr	rugs (PWUD), Plea Bargain Clients, Drug Surrenders			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
PLEA BARGAIN					
Duly Accomplished App	lication Form:				
- Intake Form (1 o	riginal)	CADAC			
- Detail/Information	n to be indicated in	Client			
the Intake Form	า				
DRUG SURRENDER					
Duly Accomplished App	lication Form:				
- Intake Form (1 original)		CADAC			
- Detail/Information	n to be indicated in	Client			
the Intake Form					
VOLUNTARY/WALK-IN	N				
Duly Accomplished App	lication Form:				
- Intake Form (1 o	· ,	CADAC			
- Detail/Information	n to be indicated in	Client			
the Intake Form					
FOR IN-PATIENT REHAB					
Duly Accomplished Application Form:					
- Intake Form (1 original)		CADAC			
- Detail/Information	n to be indicated in	Client			
the Intake Form	า				



1 original)	HR, DOH Accredited Hospital or Clinics		
sment (1 original)	DOH Accredit	ed Hospital or Labo	oratories
Duly Accomplished Application Form: - Intake Form (1 original) - Detail/Information to be indicated in the Intake Form		·	
(1 original)			
AGENCY ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement. 1.1 Provide schedule of assessment to the requesting party. 1.2 Conduct short briefing of the purpose and reason for its planned engagement.	None	15 Minutes	DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge (CADAC)
2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.	None	45 Minutes	DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge (CADAC)
	original) tion to be indicated in orm (1 original) AGENCY ACTIONS 1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement. 1.1 Provide schedule of assessment to the requesting party. 1.2 Conduct short briefing of the purpose and reason for its planned engagement. 2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention	1 original) HR, DOH Accoment (1 original) pplication Form: original) CADAC tion to be indicated in orm (1 original) CADAC AGENCY ACTIONS 1. Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement. 1.1 Provide schedule of assessment to the requesting party. 1.2 Conduct short briefing of the purpose and reason for its planned engagement. 2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention	1 original) sment (1 original) pplication Form: original) (1 original) (1 original) (2 CADAC client commod (1 original) (3 CADAC AGENCY ACTIONS CABERCY FEES TO BE PAID None CADAC FINE TIME None TIME 15 Minutes 16 CADAC TIME None CADAC TIME None CADAC TIME None CADAC TIME None CADAC TIME None CADAC TIME 15 Minutes 15 Minutes 15 Minutes 15 Minutes 16 CADAC TIME None CADAC TIME TIME None CADAC TIME TIME CADAC TIME TIME CADAC TIME TIME CADAC TIME TIME TIME CADAC TIME TIME CADAC TIME TIME CADAC TIME TIME CADAC TIME TIME TIME TIME TIME TIME TIME TIME



				
	2.1 Refer to DOH accredited Physician for further evaluation. 2.2 Provide the schedule for Medical Doctor's evaluation to the requesting party.			
3. Secure a waiver and enrollment form of voluntary submission to the treatment rehabilitation program from CADAC, prior referral and enrollment at the Recovery Clinic, Malibay Central Plaza.	3. Orient the requesting party about the intervention program, its duration and expectations. 3.1 Issue the waiver form to the requesting party.	None	45 Minutes	DANIEL T. ALFANOSO, Supervising Administrative Officer, Officer-in-Charge (CADAC)
	3.2 Fill-out the enrollment form.			
	3.3 Provide schedule for intervention to the requesting party.			
	TOTAL:	None	1 Hour and 45 Minutes	

For Severe Dependency Level of Risks

	•
Office or Division:	City Anti-Drug Abuse Council (CADAC)



Classification:	Complex	
Type of Transaction:	G2C – Government	to Citizen
Who may avail:		rugs (PWUD), Plea Bargain Clients,
,	Drug Surrenders	2.gc (c =),
CHECKLIST OF R		WHERE TO SECURE
PLEA BARGAIN		
Endorsement Letter (1	original)	ВЈМР
Court Order (1 original)	,	Court
Duly Accomplished App		
- Intake Form (1 o		CADAC
	n to be indicated in	
the Intake Forn		Client
Severity Assessment (1	original)	CADAC
DRUG SURRENDER		
Endorsement Letter (1	<u> </u>	BADAC Help Desk
Duly Accomplished App		
- Intake Form (1 o		CADAC
	n to be indicated in	Client
the Intake Forn		04840
Severity Assessment (1		CADAC
VOLUNTARY/WALK-II		
Duly Accomplished App		CADAC
- Intake Form (1 o	ngman n to be indicated in	Client
the Intake Forn		Cilent
FOR IN PATIENT REH		
Petition Letter (1 origina		Immediate Relatives
Duly Accomplished App		ITTITIEGIALE INCIALIVES
- Intake Form (1 o		CADAC
	n to be indicated in	OADAO
the Intake Form		Client
Severity Assessment (1		CADAC
FROM WORKPLACE	original)	O' ID' IO
Endorsement Letter (1	original)	HR Office, DOH Accredited Hospital or Clinics
Drug Test and Assessm		DOH Accredited Hospital or Laboratories
Duly Accomplished App	, ,	'
- Intake Form (1 o		CADAC
	n to be indicated in	Client
the Intake Forn		
Severity Assessment (1	original)	CADAC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned	Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement.	None	15 Minutes	DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge (CADAC)
personnel at the information desk of CADAC.	1.1 Provide schedule of assessment to the requesting party.			
	1.2 Conduct short briefing of the purpose and reason for its planned engagement,			
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.	None	45 Minutes	DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge (CADAC)
	2.1 Refer to DOH accredited Physician for further evaluation.			
	2.2Provide the schedule for			



	Medical Doctor's evaluation to the requesting party.			
3. Proceed to any DOH Accredited Physician to undergo Drug Dependency Examination.	3. Conduct drug dependency examination, physical evaluation and diagnosis to client for appropriate referral to DOH or Private Treatment and Rehabilitation Centre.	None	45 Minutes	GINA M. CAGUETE, MD Medical Officer III/ DOH Accredited Physician (CHO) Or MARY GRACE E. EDAÑO Medical Officer III/ DOH Accredited Physician (CHO) DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge (CADAC)
4. Prepare for admission to treatment rehabilitation center and transportation to facility.	 4. Refer and process the papers for client's confinement in Treatment and Rehabilitation Centre of choice. 4.1 Process client's papers for admission to treatment rehabilitation centre. 	None	5 days	DANIEL T. ALFANOSO III Supervising Administrative Officer, Officer-in-Charge (CADAC)



4.2 Transport the client to facility.			
TOTAL:	None	5, Days, 1 Hour and 45 Minutes	

For Drug Dependents with Mental Health Issues

For Drug Dependents v	vitii ivieiitai i leaitii is	53453		
Office or Division:	City Anti-Drug Abuse Council (CADAC)			
Classification:	Simple			
Type of Transaction:		G2C – Government to Citizen		
Who may avail:	Person Who Use Di	rugs (PWUD), Plea Bargain Clients, Drug Surrenders		
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE		
PLEA BARGAIN				
Endorsement Letter (1 c	original)	BJMP		
Court Order (1 original)		Court		
Duly Accomplished App				
- Intake Form (1 or		CADAC		
- Detail/Information		Client		
the Intake Form				
Severity Assessment (1	original)	CADAC		
DRUG SURRENDER				
Endorsement Letter (1 c	<u> </u>	BADAC Help Desk		
Duly Accomplished App				
- Intake Form (1 or		CADAC		
- Detail/Information				
the Intake Form		Client		
Severity Assessment (1	<u> </u>	CADAC		
VOLUNTARY/WALK-IN				
Duly Accomplished App				
- Intake Form (1 or	0 /	CADAC		
- Detail/Information				
the Intake Form		Client		
FOR IN-PATIENT REHA				
Petition Letter (1 origina		Immediate Relatives		
Duly Accomplished App				
- Intake Form (1 or		CADAC		
- Detail/Information				
the Intake Form		Client		
Severity Assessment (1	original)	CADAC		



FROM WORKPLACE				
Endorsement Letter (1 original)		HR Office, DOH Accredited Hospital or Clinics		
Drug Test and Assess	, , ,	DOH Accredited Hospital or Laboratories		
Duly Accomplished April - Intake Form (1 - Detail/Informati	· •	CADAC		
the Intake Fo	rm	Client		
Severity Assessment	(1 original)	CADAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Court Order together with the duly accomplished intake form to the assigned personnel at the information desk of CADAC.	Receive and verify the veracity of submitted requirements; and conduct a short interview for its planned engagement. 1.1 Provide schedule of assessment to the requesting party.	None	15 Minutes	DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge (CADAC)
	1.2 Conduct short briefing of the purpose and reason for its planned engagement.			
2. Present yourself for assessment and brief intervention to the assigned psychologist of CADAC.	2. Conduct level of risks assessment and brief intervention to the client in order to know the level of risks and category of intervention thereof.	None	45 Minutes	DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge (CADAC)
	2.1 Refer to DOH	943		



3. Proceed to any DOH Accredited	accredited Physician for further evaluation. 2.2Provide the schedule for Medical Doctor's evaluation to the requesting party. 3. Conduct drug dependency	None	45 Minutes	GINA M. CAGUETE, MD Medical Officer III/
Physician to undergo Drug Dependency and Comorbidities examinations.	examination, physical evaluation, and diagnosis to client for appropriate referrals to government mental health facility or hospital of choice.			Medical Officer III/ DOH Accredited Physician (CHO) MARY GRACE E. EDAÑO Medical Officer III/ DOH Accredited Physician (CHO) DANIEL T. ALFANOSO III, Supervising Administrative Officer, Officer-in-Charge
4. Prepare for admission to government mental health	4. Refer and process the papers for client's	None	3 Hours	(CADAC) DANIEL T. ALFANOSO III, Supervising Administrative
facility or hospital of choice.	confinement in government mental health facility or hospital of choice.	044		Officer, Officer-in-Charge (CADAC)



4.1 Transport the client to facility.			
TOTAL:	None	4 Hours and 45 Minutes	

221. Tulong Panghanapbuhay para sa Disadvantaged/Displaced (TUPAD) Workers

Public Employment Service Office processes employment of TUPAD Workers to enable the underemployed, seasonal workers, disadvantaged and displaced workers to engage in short-term community works to provide them with temporary or emergency employment.

Office or Division:	Public Employment S	Public Employment Service Office (PESO)			
Classification:	Simple				
Type of Transaction:	G2C – Government to	G2C – Government to Citizen			
Who may avail:	All Disadvantaged and	d Displaced Wo	orkers		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	CURE	
Principal					
Duly Accomplished TU	PAD Beneficiary				
Profile Form (1 original)):				
 Profile Form 		PESO			
 Details of the Fo 		Applicant			
Certificate of Indigency			<u> </u>	e applicant resides	
Community Tax Certific	ate		's Office (CTO)	_	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Submit duly	 Accept complete 	None	5 Minutes	RECCE CATALINA	
accomplished	requirements.			J. PETILLA Administrative Aide I	
profile form				(PESO)	
together with	1.1 Verify and	None	5 Minutes	(. 200)	
complete requirements at	evaluate to	INOTIE	5 Milliules		
the Receiving	assess the				
Section of PESO.	authenticity of				
Conorror Lee.	submitted				
	documents.				
2 Dragged with the		None	15 Minutos		
2. Proceed with the	2. Conduct initial	None	15 Minutes	EDITHA O. FELIPE Senior Administrative	
initial interview at	interview to assess the			Assistant II	
PESO.	qualification of the			(PESO)	
	qualification of the			,	



	applicant.			
	2.1 Conduct career/ employment coaching to match the qualification of the applicant to the desired job.	None	15 Minutes	
Proceed with the final interview at	Conduct final interview.	None	10 Minutes	ATTY. MARLA OLIVIA BELLO- ALOM
PESO.	3.1 Approve application.	None	5 Minutes	PESO Manager (PESO)
	3.2 Orient job applicant.	None	5 Minutes	
	TOTAL:	None	1 Hour	

222. Wiring Permit Application

Owners of Residential, Commercial, Industrial and Institutional Buildings shall secure the necessary permit from the Office of the City Engineer/Building Official for MERALCO Customers' Service Connection for the following undertakings:

- 1. Temporary Construction Light
- 2. Reconnection of MERALCO Service
- 3. New Connection of Electric Meter
- 4. Additional Electric Meter
- 5. Separation of Electric Meter
- 6. Relocation of Electric Meter
- 7. Remodel of Service Entrance

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All owners of residential, commercial, industrial and institutional buildings



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal:	
Duly accomplished Wiring Permit	
Application Form signed by the owner and	
Master Electrician:	
- Duly accomplished Wiring Permit	CEO/OBO
Application Form	
- Details of the form	Building Owner
Any valid government ID card (1 original)	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)
Yellow Card (1 original)	Service Provider (MERALCO)
Sketch/location of site (1 original)	Building Owner
Signed and sealed Electrical Plan with complete details of installation (for application having 5KW and above electrical load) (1 original and 2 blue print copies)	Hired Electrical Engineer
Tax Clearance for Electrical Permit (1 original)	City Treasurer's Office (CTO)
Building Permit and/or Certificate of Occupancy for newly constructed building (2 photocopies)	CEO/OBO
Professional License (3 photocopies)	Professional Regulation Commission (PRC)
Professional Tax Receipt of Electrical Engineer/Master Electrician (1 original, 1 photocopy)	City Treasurer's Office where the licensed professional practices profession
Representative:	
Duly accomplished Wiring Permit	
Application Form signed by the owner and	
Master Electrician:	
- Duly accomplished Wiring Permit	CEO/OBO
Application Form	
- Details of the form	Building Owner
Authorization letter (1 original)	Person Represented (Building Owner)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,



representative (1 orig	inal)	LTO		
Any valid government	t ID card of the			
Person Represented (Building Owner)		BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
(1 original)	al\	_	dor (Moroloo)	
Yellow Card (1 original			der (Meralco)	
Sketch/location of site	· • ·	Photo Shop/0	zenter	
Signed and sealed El				
complete details of in application having 5K	· ·	Lirad Electric	ol Engineer	
electrical load) (1 orig		Hired Electric	ai Engineei	
, ,	iliai, 2 biue piliit			
copies) Tax Clearance for Ele	octrical Parmit			
(1 original)	cuicai Peiriii	СТО		
Building Permit and/o	r Cartificate of			
Occupancy for newly		CEO/OBO		
(2 photocopies)	constructed building			
Professional License	(3 photocopies)	PRC		
Professional Tax Rec				
Engineer/Master Elec	•	City Treasurer's Office where the licensed		
1 photocopy)	anoian (1 onginal,	professional p	oractices profession	on
	A OFNOV A OTIONO	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit duly	Accept duly	None	5 Minutes	CIELITO B.
accomplished	accomplished			VALLESPIN
application form	application			Administrative
together with the	forms together			Aide I,
complete	with the			(OSSCPAS, CEO/OBO)
requirements at	complete			CEO/OBO)
Window 1, Room	requirements.			
311 or				ENGR. MARVIN
OSSCPAS,	OSSCPAS, 1.1 Conduct field		1 Day	A. MONSALE
·		None	· ·	A. WONSALE
020,000.	inspection to			Engineer I,
020/020.			,	
020,030.	inspection to		,	Engineer I,
020,030.	inspection to verify entries			Engineer I, (OSSCPAS, CEO/OBO)
020,030.	inspection to verify entries in the			Engineer I, (OSSCPAS, CEO/OBO) ENGR. JOHARI
020,030.	inspection to verify entries in the submitted			Engineer I, (OSSCPAS, CEO/OBO) ENGR. JOHARI G. RANGIRIS
CLG, CJG.	inspection to verify entries in the submitted			Engineer I, (OSSCPAS, CEO/OBO) ENGR. JOHARI



	Wiring Permit application.			Official, (CEO/OBO)
	1.3 Issue Order of Payment to the client.	None	5 Minutes	ROBERTO D. BERDIN Administrative Assistant I (OSSCPAS, CEO/OBO)
2. Proceed to Window 3, Room 311, OSSCPAS, CEO/OBO for payment.	2. Issue Official Receipt (OR) to the client.	Please see table below re: schedule of fees	5 Minutes	CASHIER (OSSCPA)
3. Present OR, and claim the Wiring Permit at Window 4, Room 311, OSSCPAS, CEO/OBO.	3. Verify OR, and release the Wiring Permit.	None	5 Minutes	CIELITO B. VALLESPIN Administrative Aide I, (OSSCPAS, CEO/OBO)
	TOTAL:	*EF + CF = TF	1 Day and 20 Minutes	

^{*}Legend:

EF (Electrical Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE FEES

1. EF (Electrical Fee)

Total (KVA) x rate + filing fee

For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA



Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA				
2. CF (Computerization Fee) = PHP 20						

223. Work Immersion/On-the-Job Training Program

Public Employment Service Office provides assistance to Senior High School and College Students for the conduct of immersion or on-the-job training program. This enables them to practice or apply the skills, theories and concepts learned in school to an actual work setting and to have practical application of the competencies they have learned in their respective programs.

Office or Division:	Public Employment S	Public Employment Service Office (PESO)				
Classification:	Simple					
Type of Transaction:	G2C – Government to	G2C – Government to Citizen				
Who may avail:	Senior High School a					
CHECKLIST OF F			WHERE TO SEC	URE		
Updated Resume (1 ori	ginal);	Senior High S	chool/College Stu	dent		
or Duly Accomplished Employment Information System Registration Form (EISRF) (1 original): - Registration Form - Details of the Form		PESO Senior High S	chool/College Stu	dent		
Letter Request or Recommendation (1 original) School Identification Card (1 original,		School where the student is currently enrolled School where the student is currently enrolled				
1 photocopy) CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit complete requirements at the receiving section of PESO.	Accept complete requirements. 1.1 Verify and evaluate to assess the authenticity of submitted documents.	None None	5 Minutes 5 Minutes	RECCE CATALLINA J. PETILLA Administrative Aide I (PESO)		



Proceed with the interview and career coaching session at PESO.	2. Conduct interview and career coaching.	None	30 Minutes	EDITHA O. FELIPE Senior Administrative
	2.1 Process			Assistant II (PESO)
	application.		10 Minutes	LILIA G. BORNILLA
	2.2 Endorse application to an accredited			Administrative Aide I (PESO)
	company.			
	TOTAL:	None	50 Minutes	



City Government of Pasay

Internal Services



1. Acceptance of Deliveries

General Services Office takes charge in the acceptance of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division:	General Services	s Office (GSO)				
Classification:	Simple					
Type of Transaction:	G2B - Governme	ent to Business	nt to Business			
Who may avail:	Supplier/Contract	ctor				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE		
Notice of Delivery (1 or	riginal)	Supplier/Contr	actor			
Signed Purchase Orde	r/Contract	GSO				
(1 photocopy)						
Notice to Proceed (1 p		GSO				
Delivery Receipt (1 original property of the control of the contro		Supplier/Contr				
Sales Invoice/Billing In	voice (1 original)	Supplier/Contr				
CLIENT STEPS	AGENCY ACTION	S FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit Notice of Delivery prior to schedule of delivery.	1. Approve the submitted Notice of Delivery. 1.2 Check the submitted Notice of Delivery in accordance with the approved Purchase Order/Contract and schedule.	е	3 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO) MARVIN D. GARCIA Administrative Officer II (GSO)		
2. Deliver the procured goods and/or services.	2. Check, verify and accept the deliveries in accordance with the approved Purchase Order/Contract. 2.1 Prepare the Acceptance and Inspection Repo	n I	2 Days	For delivery of Supplies: EVELYN G. ALEGRE Administrative Officer III (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO) ARMAND D. RIVERA Administrative Officer II		



(AIR), and			(GSO)
Requisition and Issue Slip (RIS)/Inventory Custodian Slip (ICS) and/or Property Acknowledgement			For delivery of Equipment: MARVIN D. GARCIA Administrative Officer II (GSO)
Receipt (PAR) as applicable.			MARICAR C. FRIAS Administrative Officer III (GSO)
			JANELYNN F. MARTIR Administrative Officer III (GSO)
TOTAL	: None	2 Days and 3 Minutes	

2. Approval of Leave Applications of Employees under the Legislative Department

The Office of the City Vice Mayor processes the approval of leave applications of employees of City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City Vic	Office of the City Vice Mayor (OCVM)			
Classification:	Simple				
Type of Transaction:	G2G – Government	to Governme	nt		
Who may avail:	Employees of City G	Sovernment departments/offices under the			
	Legislative Departme	ent			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Leave Application duly Department Head and Resource Managemer Office (HRMDO)	posted by the Human	Requesting Party		ırty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBI			
Submit the leave application to the Administrative Section of the OCVM	1. Receive, check and forward the leave application to the City Vice Mayor for his information and	None	7 Hours 25 Minutes	ROMMEL M. TORRES Administrative Aide I (OCVM)	



Wait for the HRMDO to submit the leave application to the Administrative Section of the OCVM.	proper action. 1.1. Transmit the leave application to the HRMDO for proper action.	None	30 Minutes	
2. Follow-up the status of the leave application at the OCVM.	2. Advice the client that the leave application has been acted upon, and was already transmitted to the HRMDO.	None	5 Minutes	ARNEL A. UBLADE Administrative Officer IV (OCVM)
	TOTAL	None	1 Day	

3. Approval of Payroll for the Salaries, Allowances and other Personnel Benefits

The Office of the City Vice Mayor processes the approval of payroll for salaries, allowances, and other personnel benefits of City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City \	Office of the City Vice Mayor (OCVM)			
Classification:	Simple				
Type of Transaction:	G2G – Governme	nt to Government			
Who may avail:	City Government	departments/offices under the Legislative			
	Department				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Payroll signed by the Au	thorized	Human Resource Management and			
Signatory, certifying that		Development Office			
been duly rendered (1 o	riginal)	City Budget Office			
		City Accountant's Office			
	City Treasurer's Office				
Duly Approved Obligation	n Request	Human Resource Management and			
(1 original)		Development Office			
		City Budget Office			
		City Accountant's Office			
		City Treasurer's Office			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and supporting documents to the Administrative Section of the OCVM for evaluation of documents.	1. Review completeness of requirements, and forward the payroll to the City Vice Mayor for approval. 1.1 Transmit the payroll to the City Treasurer's Office (CTO) for proper action.	None	7 Hours 40 Minutes	RICHARD T. FELIX Supervising Administrative Officer (OCVM) ROLANDO M. OSIT Administrative Assistant II (OCVM) ROMMEL M. TORRES Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I (OCVM)
2. Follow-up the status of payroll at the OCVM.	2. Advice the client that the payroll has been signed, and was already transmitted to the CTO.	None	5 Minutes	MA. ANA H. LAURETA Administrative Assistant II (OCVM)
	TOTAL:	None	1 Day	



4. Availing of Membership Card

The Derham Park and Sports Complex offers a membership card to clients who use the fitness gym.

Office or Division:		Derham Park and Sports Complex (DPSC)			
Classification:		Simple		,	
Type of Transaction	n:	G2C – Governm	nent to Citizen,	G2G – Governme	nt to Government
Who may avail:		All			
CHECKLIST OF	REQ	UIREMENTS		WHERE TO SE	CURE
Membership Form (1 oriç	ginal)	DPSC		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the membership form at the Fitness Gym of DPSC.	1.	Receive and check the completeness of data entries in the filled-out membership form.	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)
2. Wait for the order of payment to be issued by the DPSC.	2.	Issue order of payment to the client.	PHP 350	10 Minutes	Cashier (City Treasurer's Office)
2.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.		2.1 Receive payment and issue Official Receipt (OR) to the client.			
3. Proceed to the Fitness Gym of the DPSC and submit the OR to the frontline personnel thereat, prior	1	Check the OR then issue the membership card to the client.	None	5 Minutes	DANILO W. CRONE Construction and Maintenance Man (DPSC)



receiving the membership card.				
	TOTAL:	PHP 350	20 Minutes	

5. Availing the Use of Basketball/Volleyball Court

The Derham Park and Sports Complex supervises the usage of Basketball Court.

Office or Division:		Derham Park a	and Sports Com	plex (DPSC)	
Classification:		Simple	-		
Type of Transaction	n:	G2C – Govern	ment to Citizen	, G2G – Governm	ent to Government
Who may avail:		All			
CHECKLIST OF REQUIREMENTS				WHERE TO S	ECURE
Letter Request (1 o			Requester		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the assigned staff at the DPSC to secure schedule on the use of basketball/ volleyball court.	o b v	set schedule n the use of asketball/ olleyball court. 1. Issue order of payment to the client.	None	5 Minutes	MARITESS A. TALAY Administrative Aide I (DPSC)
2. Present the order of payment to the assigned cashier at the DPSC. 2.1 Pay the necessary fee to the assigned Cashier at the DPSC.	ap to cli	termine the propriate fee be paid by the ent. I Issue an Official Receipt (OR) to the client.	Without Lights PHP 750 With Lights PHP 1,000	5 Minutes	Cashier (City Treasurer's Office)



TOTAL:	Without Lights PHP 750	10 Minutes	
	With Lights PHP 1,000		

6. Availing the Use of Cuneta Astrodome for Events

Cuneta Astrodome offers its facilities for events organized by both private and public entities for the following activities whether for free or with charge:

- Sports Activities and Religious Events
- Corporate Events, Conventions and Private Occasions
- Concerts, Musical Play and Variety Shows

Office or Division:	Cuneta Astrodome	Cuneta Astrodome			
Classification:	Complex	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government, G2B – Government to Business				
Who may avail:	Event Organizer from	om public and p	orivate entities		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Request letter (1 origin	al)	Event Organia	zer from a public	or private entities	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit a request letter to the City Mayor's Office indicating the details of the event.	1. Endorse the request letter to Cuneta Astrodome to check the availability of the venue.	None	25 Minutes	Administrative Aide (City Mayor's Office)	
	1.1 Tentatively book the requested schedule/s and make an initial discussion of its status and	None	20 Minutes	AURELIO P. VENDIVEL JR. City Government Assistant Department Head II (Cuneta Astrodome)	



	rates.			
2. Wait for the feedback about the status of request from the Cuneta Astrodome.	2. Inform the client that the request has been approved and advise the client to proceed to Cuneta Astrodome for the payment of necessary fees.	None	10 Minutes (1 day – waiting time prior approval of the request)	GARRY P. REYALA Construction and Maintenance Man, (Cuneta Astrodome)
3. Proceed to Cuneta Astrodome for the payment of necessary fees.	3. Conduct final assessment of the fees to be paid by the client. 3.1 Issue order of payment to the client.	None	20 Minutes 15 Minutes	AURELIO P. VENDIVEL JR. City Government Assistant Department Head II (Cuneta Astrodome) CHARLOTTE GLIZZEL B. SANTOS Administrative Aide I (Cuneta
4. Present the Order of Payment and Pay the necessary fee to the assigned Cashier at the Cuneta Astrodome.	4. Issue an Official Receipt (OR) to the client.	Sports events and religious celebration PHP 80,000 Corporate events, convention and private occasions PHP 100,000	15 Minutes	Astrodome) Cashier (City Treasurer's Office)



	Concert, musicale and variety shows (8 hours max) PHP 150,000		
	Refundable surety bond PHP 20,000 Additional charge for excess of two (2) hours PHP 15,000		
TOTAL:	Sports events and religious celebration PHP 80,000	TOTAL: 1 Day, 1 Hour and 35 Minutes	
	corporate events, convention and private occasions PHP 100,000		
	Concert, musicale and variety shows (8 hours max) PHP 150,000		



Refundable surety bond PHP 20,000	
Additional charge for excess of two (2)	
hours PHP 15,000	

7. Availing the Use of Fitness Gym

The Derham Park and Sports Complex supervises the usage of Fitness Gym.

Office or Division:	Derham Park and	Sports Complex	x (DPSC)	
Classification:	Simple			
Type of Transaction:	G2C – Governme	nt to Citizen, G2	2G – Government	to Government
Who may avail:	All	All		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
Any Government Issued	Identification Card	DFA, BIR,	Post Office, F	PSA, SSS, GSIS,
(1 original)		COMELEC, L	TO	
Senior Citizen				
Senior Citizen Identificati (1 original)	Senior Citizen Identification Card (1 original)			
Medical Certificate stating that the client is still physically fit to perform gym activities (1 photocopy)		DOH Accredite	ed Physicians	
Students (18 above onl	y)			
School ID Card (1 origina	al)	School		
Members				
Membership Card (1 orig	inal)	Derham Park and Sports Complex		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present your Identification Card to the assigned personnel of the DPSC.	Determine the appropriate fee based on the presented Identification	For Pasay Residents Adult: PHP 30	10 Minutes	Cashier (City Treasurer's Office)



1.1 Pay the Necessary Fee to the assigned Cashier at the DPSC.	Card. 1.1 Issue Official Receipt (OR) to the client.	Senior Citizen: PHP 25 For Non- Pasay Residents Adult: PHP 40 Member: PHP 25 Senior Citizen: PHP 25	
	TOTAL:	For Pasay Residents	
		Adult: PHP 30 Senior Citizen: PHP 25	
		For Non- Pasay	
		Residents	
		Adult: PHP 40	
		Member: PHP 25	
		Senior Citizen: PHP 25	

8. Availing the Use of Main Court for Events

The Derham Park and Sports Complex supervises the usage of the Main Court for various events.



Office or Division:	Derham Park and Sports Complex (DPSC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	ΔΙΙ			

Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original)		Requester		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit a letter of request to the DPSC indicating the details of the event.	 Check the availability of the main court and block the specific date for the Event. 1.1 Issue an order of payment to the client. 	None	15 Minutes	MARITESS A. TALAY Administrative Aide I (DPSC)
2. Pay the necessary fee to the cashier at DPSC. 2.1 Present Order of Payment to the personnel of DPSC.	2. Issue an Official Receipt (OR) to the client.	Use of Venue PHP 8,000 per 6 Hours Additional Time PHP 1,000 per Hour Re- Connection fee of Sound System PHP 2,000 Use of In- house Sound System PHP 4,500	5 Minutes	Cashier (City Treasurer's Office)



	Use of		
	Matting and		
	Linoleum		
	PHP 500		
	1111 000		
	Rental of		
	Monoblock		
	Chair		
	PHP 10 per		
	piece		
	Use of Air-		
	cooler		
	PHP 250 per		
	Hour		
	Hour		
	a		
	Stall Rental		
	PHP 350 per		
	booth		
TOTAL:	Use of Venue	20 Minutes	
	PHP 8,000 per	20 1/11/10/00	
	6 Hours		
	o nouis		
	A 1 1141 1		
	Additional		
	Time		
	PHP1,000 per		
	Hour		
	Re-		
	Connection		
	fee of Sound		
	System		
	PHP 2,000		
	Use of In-		
	house Sound		
	System		
	PHP4,500		
	,,,,,,		
	Use of		
	Matting and		
	Linoleum		
	PHP 500		



Rental of Monoblock Chair PHP10 per piece	
Use of Air- cooler PHP 250 per Hour	
Stall Rental PHP 350 per booth	

9. Availing the Use of Swimming Pool

The Derham Park and Sports Complex supervises the usage of Swimming pool.

Office or Division:	Derham Park an	Derham Park and Sports Complex (DPSC)		
Classification: Simple				
Type of Transaction: G2C – Government		ent to Citizen, G2G – Government to Government		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Any Government Issued Identification Card (1 original)		DFA, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO		
For Students				
School Identification Card	d (1 original)	School		
For Senior Citizen				
Senior Citizen I.D. Card (1 original)	OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present your Identification Card to the assigned personnel of the DSPC. 1.1 Pay the	1. Determine the appropriate fee based on the Identification Card.	For Pasay Residents Adult: PHP 40 Children: PHP 25	5 Minutes	Cashier (City Treasurer's Office)
necessary fee to the Cashier at Sports	1.1 Issue an Official Receipt (OR)	Senior Citizen: PHP 32		



Complex.	to the client.	For Non- Pasay Residents Adult: PHP 50 Children: PHP 35 Senior Citizen:		
	TOTAL:	PHP 32 For Pasay	5 Minutes	
	TOTAL.	Residents	5 Millutes	
		Adult: PHP 40		
		Children: PHP 25		
		Senior Citizen: PHP 32		
		For Non- Pasay Residents		
		Adult: PHP 50		
		Children: PHP 35		
		Senior Citizen: PHP 32		

10. Bank Advice

The City Accounting Office is responsible for processing/preparing bank advice re: release of payments for any City Government transactions.

Office or Division:	City Accounting Office (CAcctgO) – Billing and Remittances Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:		rernment Offices & related National Government
	Agencies (NGAs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Check (1 original)		City Treasurer's Office (CTO)
Disbursement Voucher (1 original)		Concerned Department/Office of the City
		Government
Supporting documents		Concerned Department/Office of the City
		Government
FOR INFRASTRUCTUR		
Mobilization / 1st Part		
Obligation Request (1)	original)	City Budget Office (CBO)
Billing Statement/Requ (1 original)	est for Payment	Supplier/Contractor
Guarantee Bond for mo (1 original)	bilization amount	Supplier/Contractor
Pictures – before the c (1 original)	onstruction	Implementing Department/Office
Promissory Note (for p loan) (1 original)	rojects under bank	City Administrator's Office (ADMIN)/City Mayor's Office (CMO)
Computation of loan ar (for projects under ban		Bank
Index of payments (1 c		CAcctgO
Notice to Proceed (1 or		Bids and Awards Committee (BAC)
Construction Agreemen		, ,
witnesses) (1 original)	it (e.g. rea by	BAC
Performance Bond and OR (Cash – 5% / Bank Guarantee – 10% / Surety Bond – 30% of CP) (1 original)		Supplier/Contractor
Bidder's bond of competing contractor and OR (1 original)		Supplier/Contractor
Notice of Award by the	CM (1 original)	BAC
BAC Resolution recom award to a certain bidd	•	BAC
Abstract of Bids (1 original)		BAC
BID proposal and detailed cost estimate (1 original)		Supplier/Contractor
Financial Evaluation/Post-Qualification Report – (1 certified true copy) (1 original)		BAC
Bidders Bond and OR / BID – securing declaration – winning bidder (1 original)		Supplier/Contractor
Eligibility documents (1 original)		Competing Bidders



General Services Office (GSO)
Supplier/Contractor
City Engineering Office (CEO)
· · · · · · · · · · · · · · · · · · ·
CEO
BAC
DAC
Implementing Department/Office
Implementing Department/Onice
CEO
City Planning and Development Office (CPDO)
СТО
CEO
Implementing Department/Office
Implementing Department/Office
Implementing Department/Office
BAC
Contractor/Supplier
Οσητιαστοι/Ουρριίσι
CEO
Supplier/contractor
CEO
CEO
Contractor
City Mayor's Office/City Administrator's Office



loan) – (1 photocopy)	
Copy of previous paid billings	Cumpling/Contractor
(1 photocopy)	Supplier/Contractor
Contractors Affidavit on payment of	Supplier/Contractor
laborers and materials (1 original)	
Certificate of Percentage of completion	CEO
(1 original)	
Certificate of Completion (Final payment)	CEO
(1 original)	020
Variation Order/Change Order/Extra	
Work Order	
Justification for the need of such Change	
Order or Extra Work Order by the	City Engineering Office
procuring entity's representative/Project Engineer-Annex E 1.1.5a-original	
Report of findings and recommendation	
by technical staff of procuring entity-	City Engineering Office
Annex E1.1.5c-original	City Engineering Chies
Approved Change Order or Extra Work	0 5
Order - Annex E 1.1.5d-original	City Engineering Office
EVENTS/PROGRAMS/MEETINGS	
Cash Advance	
Obligation Request (1 original)	CBO
Program Proposal with Budget	
Program Proposal with Budget (Approved by CM) (1 original)	CBO Implementing Department/Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by	
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly	
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the	Implementing Department/Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of	
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)	Implementing Department/Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	Implementing Department/Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant	Implementing Department/Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been	Implementing Department/Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books	Implementing Department/Office City Mayor's Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original)	Implementing Department/Office City Mayor's Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original) Approved application for bond and/or	Implementing Department/Office City Mayor's Office City Accounting Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original) Approved application for bond and/or Fidelity Bond for the year under cash	Implementing Department/Office City Mayor's Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original) Approved application for bond and/or	Implementing Department/Office City Mayor's Office City Accounting Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original) Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more	Implementing Department/Office City Mayor's Office City Accounting Office
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original) Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Implementing Department/Office City Mayor's Office City Accounting Office Bureau of Treasury
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original) Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original) Invitation/Notice of meeting (1 original) Liquidation Report/Reimbursement Liquidation report (1 original)	Implementing Department/Office City Mayor's Office City Accounting Office Bureau of Treasury
Program Proposal with Budget (Approved by CM) (1 original) Authority of accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original) Certification from the City Accountant that previous cash advance have been liquidated and accounted in the books (1 original) Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original) Invitation/Notice of meeting (1 original) Liquidation Report/Reimbursement	Implementing Department/Office City Mayor's Office City Accounting Office Bureau of Treasury Implementing Department/Office



Summary of Expenses (1 original)	Implementing Department/Office
Certificate of Acceptance (1 original)	Implementing Department/Office
Original Billing Invoices/Official Receipts with Details (1 original)	Suppliers/Contractors
Canvass from at least 3 suppliers (1 copy each)	Suppliers/Contractors
Justification for Emergency Purchase (1 original)	Implementing Department/Office
Contract of Agreement – Notarized (1 original)	Implementing Department/Office
Affidavit of Undertaking/Certification on the Veracity of Expenses Made (1 original)	Implementing Department/Office
Certified Report on Actual Participants (1 original)	Implementing Department/Office
Post-Activity Report for training/conference/meeting (1 original)	Implementing Department/Office
Disbursement Voucher (1 original)	Implementing Department/Office
Obligation Request (OBR) (1 photocopy)	Implementing Department/Office
Authority to Cash Advance (1 photocopy)	Implementing Department/Office
Program Proposal (1 photocopy)	Implementing Department/Office
Other necessary documents to support	Implementing Department/Office or as maybe
claim of payment (1 original)	determined by the City Accounting Office
COMMON CASH ADVANCES	
Cash Advance	
Obligation Request (1 original)	CBO
Authority of accountable officer issued by the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	СМО
Certification the City Accountant that previous cash advance has been liquidated and accounted in the books (1 original)	CAcctgO
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Project Proposal (1 original)	Implementing Department/Office
Liquidation Report/Reimbursement	
Liquidation report (1 original)	Implementing Department/Office
Obligation Request (1 original)	CBO



A 41 14 6 4 11 60 1 11	
Authority of accountable officer issued by the Head of the Agency (1 original)	City Mayor's Office
Certification on the veracity of the expenses made (1 original)	Implementing Department/Office
Billing Invoice/Official Receipts of expenses being claimed (1 original)	Supplier/Contractor
Summary of expenses (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Other necessary documents to support	Implementing Department/Office or as maybe
claim of payment (1 original)	determined by the City Accounting Office
CASH ADVANCE (HONORARIA)	determined by the only recounting office
Obligation Request (1 original)	СВО
Signed payroll sheet (1 original)	Implementing Department/Office
Minutes of meeting (1 original)	Implementing Department/Office
Attendance (meeting/training) (1 original)	Implementing Department/Office
Resume (1 original/e-mail printout)	Learning Service Provider or Resource Person/s
Program activity (1 original)	Implementing Department/Office
Invitation/Notice of	Implementing Department/Onice
	Implementing Department/Office
meeting/memorandum of training (1 original/CTC)	Implementing Department/Office
Course syllabus/Program of lectures (training) (1 photocopy)	Learning Service Provider or Resource Person/s
Office Order for their designation with	Department/Office (for government employee)
authority to collect honorarium (training)	Learning Service Provider or Resource Person/s (for
(1 original/CTC/photocopy)	private individual, if applicable)
Copy of the Letter/Invitation to Guest	private marviadar, ii applicable)
Resource Speaker/ Persons (as	Implementing Department/Office
accepted/conformed) (1 photocopy)	Implementing Department Chies
Confirmation email (1 email printout)	Learning Service Provider or Resource Person/s
Agreement (for private individual/group),	Learning Cervice i Tevidor of Researce i Greening
honoraria maybe paid at such rates as	
may be determined by the agency	
authorities concerned and by using the	Implementing Department/Office
formula in DBM BC No.2007-001 as	
guides (1 original/CTC)	
Certificate of Employment and	_
Compensation (1 email	Learning Service Provider or Resource Person/s (for
printout/photocopy)	private individual)
SUPPLIES/MATERIALS/EQUIPMENT	
(thru Public Bidding/Shopping)	
Obligation Request (1 original)	Implementing Department/Office approved by GSO
Request for Pre-Repair Inspection	
(1 original)	Implementing Department/Office approved by GSO
Report of Inspection (1 original)	GSO



Acceptance and Inspection Report	000	
(1 original)	GSO	
Certificate of Acceptance (1 original)	Implementing Department/Office	
Sales Invoice (1 original)	Supplier/Contractor	
Delivery Receipts (1 original)	Supplier/Contractor	
Inventory Custodian Slip (ICS) –	GSO	
(1 certified true copy)	930	
Property Acknowledgement Receipt	GSO	
(1 certified true copy)		
Sales Warranty Certificate (1 original)	Supplier/Contractor	
Requisition and Issue Slip (1 original)	GSO	
Certificate of Exclusive Distributorship	Supplier/Contractor	
(if applicable) (1 certified true copy)		
Purchase Order (1 original)	Implementing Department/Office	
Notice of Award/Approved Contract	BAC	
(1 original)		
Notice to Proceed (1 original)	BAC	
BAC Resolution declaring winning bidder	BAC	
(1 original)		
Abstract of Bids/Abstract of Quotations	BAC	
(1 original)	Our alian/Our tractor	
3 Quotations (1 copy)	Supplier/Contractor	
Bidders Bond/Bid Securing declaration	Supplier/Contractor	
(1 original)		
Performance Bond (1 original)	Supplier/Contractor	
Purchase Request (1 original)	Implementing Department/Office	
Authenticated photocopy of approved APP (1 copy)	Implementing Department/Office	
Invitation to Bid (1 original)	BAC	
Request for Quotation (Shopping and	-	
Small Value Procurement) (1 original)	BAC	
Proposal Sheet (1 original)	Supplier/Contractor	
Approved Budget for the Contract		
(1 original)	BAC	
Eligibility Documents (1 original)	Competing Bidders	
PhilGEPS Sheet (ITB/RFQ above 50k)		
(1 original)	BAC	
PhilGEPS Sheet (ITB/RFQ above 50k)	DAC	
(1 original)	BAC	
Certified copy of the submitted Contract		
or Purchase Order stamped "Received"	BAC	
by COA (1 photocopy)		



	T
SERVICES /REPAIRS /REPLACEMENT	
(Thru Public Bidding/Shopping)	
Obligation Request (1 original)	Implementing Department/Office
Report of Inspection (1 original)	GSO
Acceptance and Inspection Report	GSO
(1 original)	
Certification – Service Rendered	GSO
(1 original)	
Sales Invoice/Billing/Delivery Receipts	Supplier/Contractor
(1 original)	
Purchase Order (1 original)	Implementing Department/Office
Approved Contract (1 original)	BAC
Notice to Proceed (1 original)	BAC
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office
Authenticated Photocopy of Approved	Implementing Department/Office
APP (1 original)	Implementing Department Onice
Waste Materials Report	GSO
(for replacement) (1 original)	
Bid Proposal (1 original)	Supplier/Contractor
Abstract of Bids/RFQ (1 original)	BAC
Bid Bond / Bid Securing Declaration	Supplier
(1 original)	
Post Qualification Report (1 original)	BAC
Invitation to Bid (1 original)	BAC
3 Quotations (for shopping) (1 copy)	Supplier/Contractor
Request for Pre-repair Inspection	Implementing Department/Office
(1 original)	Implementing Department/Onice
Request for Inspection (1 original)	Implementing Department/Office
Justification (for emergency) (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Attendance (if applicable) (1 original)	Implementing Department/Office
Post-Activity Report (1 original)	Implementing Department/Office
Official Receipt (OR) and Certificate of	
Registration (CR) – Motor vehicle	Supplier/Contractor
(1 original)	
PhilGEPS Sheet (ITB/RFQ above 50k)	BAC
(1 original)	BAC
Eligibility Documents (1 original)	Competing Bidders
Award Notice Abstract (1 original)	BAC
Certified copy of the submitted Contract	BAC



-	
or Purchase Order stamped "Received"	
by COA (1 photocopy)	
GARBAGE COLLECTION -	
CONTRACTS	
Initial Billing	
Obligation Request (1 original)	CBO
Service Invoice/Billing (1 original)	Supplier/Contractor
Plate Nos./Body Nos. of trucks used in	
the collections of garbage (Registered	Land Transportation Office
plate number) (1 photo printout)	
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services	Implementing Department/Office
rendered/validated trip tickets (1 original)	Implementing Department/Office
Authenticated photocopy of Approved	Implementing Denoutment/Office
APP (1 original)	Implementing Department/Office
Approved peterized Contract (4 original)	Supplier/Contractor approved by Head of the
Approved notarized Contract (1 original)	Procuring Entity
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond with OR (1 original)	Supplier/Contractor
Minutes of Pre-procurement and Pre-bid	
Conference (1 original)	BAC
Attendance to opening of bids (1 original)	BAC
Evidence of invitation to 3 observers	DAC
(1 copy)	BAC
Bidders' Bond with OR (1 original)	Supplier/Contractor
Notice of Award (1 original)	BAC
Notice to Proceed (1 original)	BAC
Certified copy of the submitted Contract	
or Purchase Order stamped "Received"	BAC
by COA (1 photocopy)	
Succeeding Billings	
Obligation Request (1 original)	CBO
Service Invoice/Billing (1 original)	Supplier/Contractor
Plate Nos./Body Nos. of trucks used in	
the collections of garbage (Registered	PCENRO
plate number) (1 photo printout)	
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services	, ,
rendered/validated trip tickets (1 original)	PCENRO
JOB ORDER PERSONNEL	
Initial Payroll	
Obligation Request (1 original)	СВО
Approved Payrolls (1 original)	Implementing Department/Office
, aprovod i dyrono (i originar)	mp.esitting bopartment office



Summary sheet of employment	
requirements signed by the Human	HRMDO
Resource Management and	
Development Office (1 original)	
Fully accomplished Personal Data Sheet	
(PDS) (1 original)	CCC website UDMDO
- PDS	CSC website, HRMDO
Information to be indicated in the PDS	Job Order Personnel
Duly acknowledged job order contract	Implementing Department/Office
(1 original)	Implementing Department office
Verified accomplishment reports	Implementing Department/Office
(1 original)	
Signed Daily Time Records (1 original)	Implementing Department/Office
Program Proposals signed by the	Implementing Department/Office
Committee on Hiring JOPs (1 original)	Impromotioning 2 operations 2 mass
Certification by the LCE/Personnel	
Officer that the activities/services cannot	CMO/HRMDO
be provided by regular or permanent	
personnel of the agency (1 original)	
Affidavit of undertaking (1 original)	Implementing Department/Office
Succeeding Payroll	
Obligation Request (1 original)	CBO
Approved payrolls (1 original)	Implementing Department/Office
Verified accomplishment reports	Implementing Department/Office
(1 original)	·
Signed Daily Time Records (1 original)	Implementing Department/Office
Affidavit of undertaking (1 original)	Implementing Department/Office
TERMINAL LEAVE BENEFITS	
Obligation Request (1 original)	Implementing Department/Office
Clearance from money, property, and	CTO, City Accounting Office, City Assessor's Office,
legal accountability (1 original)	RTC/MTC
Clearance from GSIS (1 original)	GSIS
Employees' leave card as at last date of	HRMDO
service (1 original)	
Approved leave application (1 original)	HRMDO
Complete service record (1 original)	HRMDO
Affidavit of applicant that there is no	
pending criminal investigations or	Claimant
prosecution against him/her (RA	
no.3019) (1 original)	
Statement of Assets, Liabilities, and Net	Claimant
Worth (SALN) (1 original)	
Certified photocopy of	HRMDO



	T
appointment/Notice of Salary Adjustment	
(NOSA) showing the highest salary	
received if salary under the last	
appointment is not the highest	
(1 original)	
Computation of terminal leave benefits	
duly signed/certified by the HRMDO	HRMDO
Head (1 original)	
Applicant's authorization (in affidavit	
form) to deduct all financial obligations	Claimant
with the employer/agency/LGU	Ciaimant
(1 original)	
In case of resignation, employee's letter	
of resignation duly accepted by the Head	HRMDO
of the Agency (1 photocopy)	
Additional Requirements in case of	
death claimant:	
Death certificate authenticated by NSO	PSA
(1 original)	I OA
Death certificate authenticated by NSO	PSA
(1 original)	I OA
Birth certificates of all surviving legal	PSA
heirs authenticated by NSO (1 original)	1 0/1
Certificate of No Marriage (CENOMAR) if	PSA
single (1 original)	
Designation of next-of-kin (1 original)	Claimant
Waivers of rights of children 18 years old	Claimant
and above (1 original)	Ciamiant
Affidavit of guardianship (if claimant is	
not the biological parent and children are	DSWD
still minor) (1 original)	
Barangay certification (if claimant is	Parangov Hall
common law wife (1 original)	Barangay Hall
FINANCIAL ASSISTANCE – STUDENTS	
Cash Advance (New)	
Obligation Request (1 original)	CBO
List of student-grantees certified by the	
PCBB-OIC (certifying that the applicants	
met all the criteria for selection and are	PCBB
qualified beneficiaries of the grant)	
(1 original)	
Necessary supporting documents:	
- Letter request (1 original)	Parents
- Duly Accomplished Green form	
Daily Accompliation Official Idilli	<u> </u>



	ANG
(1 original)	
✓ Green Form	PCBB
✓ Information to be indicated in	Applicant
the form	
- Barangay Certificate	Barangay Hall
(bonafide resident) (1 original)	
 Certificate of Indigency/Eligibility 	Pasay Social Welfare and Development Department
(1 original)	(PSWDD)
 Voter's ID Card of student if 18 and 	COMELEC
above and/or one parent/guardian	
(1 photocopy)	
 Grades Certification (certified by 	DEP-Ed or CHED Accredited
school – ave. of 80% above or 2.5	Schools/Universities/Colleges
college) (1 original)	
 Proof of enrolment (Certificate of 	DEP-Ed or CHED Accredited
Registration, Official Receipt,	Schools/Universities/Colleges
Certificate of Matriculation)	
(1 original)	
 Course of Curriculum (if already 	DEP-Ed or CHED Accredited
available from the school) (1 copy)	Schools/Universities/Colleges
Renewal	
Obligation Request (1 original)	PCBB
List of student-grantees certified by the	
PCBB-OIC (certifying that the applicants	
met all the criteria for selection and are	PCBB
qualified beneficiaries of the grant)	
(1 original)	
Necessary supporting documents:	
- No incomplete, dropped or failing	DEP-Ed or CHED Accredited
grades (1 copy)	Schools/Universities/Colleges
- Proof of enrolment (Certificate of	DEP-Ed or CHED Accredited
Registration, Official Receipt,	Schools/Universities/Colleges
Certificate of Matriculation)	
(1 original)	
- Grades (certified by school – ave. of	DEP-Ed or CHED Accredited
80% above or 2.5 college)	Schools/Universities/Colleges
(1 photocopy)	DED E L. OLIED A. III. I
- Course of Curriculum (if already	DEP-Ed or CHED Accredited
available from the school)	Schools/Universities/Colleges
(1 photocopy)	
FINANCIAL ASSISTANCE	
Cash Advance	000
Obligation Request (1 original)	CBO
List of payees/beneficiaries (1 copy)	Concerned Department/Office



Necessary supporting documents	
depending on the nature of transactions:	
 Certificate of Eligibility 	PSWDD/City Health Office (CHO)
(PSWDD/CHO) (1 original)	
 Barangay Certification (1 original) 	Barangay Hall
 Death Certificate (1 original) 	PSA
 Bills/Statement of Account 	DOH Accredited Hospital
(1 copy)	
 ID Card of claimant/waiver/SPA 	Claimant
(1 photocopy)	
 Cash Voucher/RER (1 original) 	Implementing Department/Office
 Proof of relationship (1 photocopy) 	Claimant
- Letter of Authority (1 copy)	City Mayors' Office
Reimbursement/Liquidation of Cash	
Advance/Replenishment	
Obligation Request (1 original)	Implementing Department/Office
Copy of Cash Advance Voucher	Implementing Department/Office
(1 photocopy)	Implementing Department/Office
Certification that the expenses are	Implementing Department/Office
actually incurred (1 original)	
Authority of the accountable officer	
issued by the Head of the Agency	СМО
(1 original)	
Summary list of expenses/goods	Implementing Department/Office
purchased (1 copy)	Implementing Department/Office
List of payees/beneficiaries (1 copy)	Implementing Department/Office
Sales Invoice/Official Receipts	Supplier/Contractor
(1 original)	Supplier/Contractor
Daily menu, if applicable (1 copy)	Supplier/Contractor
Certificate of Acceptance (1 original)	Implementing Department/Office
OTHER FORMS OF COMPENSATION	
(Monetization)	
Obligation Request (1 original)	CBO
Approved leave application (ten days)	
with leave credit balance certified by the	HRMDO
Human Resource Management and	
Development Office (1 original)	
Request for leave covering more than	
ten days duly approved by the Head of	HRMDO
the Agency (1 original)	
For monetization of 50% or more:	
 Clinical abstract/medical procedures 	DOH Accredited Hospital
to be undertaken in case of health,	
medical and hospital needs	



(1 original) - Barangay Certification in case of	Barangay Hall
need for financial assistance	
brought about by calamities,	
typhoon, fire, etc. (1 original)	
UTILITY EXPENSES	
Obligation Request (1 original)	СВО
Statement of Account/Bill (for pre-audit	
purposes) (1 original)	Supplier/Contractor
Invoice/official receipt or machine	
validated statement account/bill (for post	Supplier/Contractor
audit process) (1 original)	
Summary of billing (1 original)	GSO (GF), DepEd (SEF)
TRAVELING EXPENSES	
Obligation Request (1 original)	CBO
Certificate of Appearance/Attendance	Learning Service Provider
(1 copy)	Learning Service Provider
Certification by the Head of the Agency	
as to the absolute necessity of the	City Mayor's Office
expenses (1 original)	
Itinerary of Travel (1 original)	Learning Service Provider
TELEPHONE/COMMUNICATION	
EXPENSES	
Obligation Request (1 original)	City Budget Office (CBO)
Statement of Account/Bill (for pre-audit	Supplier / Contractor/Government Personnel
purposes) (1 original)	Cappilor / Contractor/Covernment / Creenmen
Invoice/official receipt or machine	
validated statement account/bill (for post	Supplier / Contractor/Government Personnel
audit process) (1 original)	
Summary of billing (1 original)	General Services Office (GF), DepEd (SEF)
Self-Certification that the communication	
expenses incurred were official and	Government Personnel
necessary (mobile telecommunication	
services)	
Authorization by the head of department	
/agency justifying that the duties and	Implementing Department/Office
responsibilities of the employee entail	
communication expense FIDELITY BOND	
Obligation Request (1 original)	Implementing Department/Office
Certification of no pending administrative	Implementing Department/Office
and criminal case by Head of the Agency	СМО
or office (1 original)	Olvio
Request for bonding and/or cancellation	Implementing Department/Office
Trequest for boriding and/or cardenation	mponening beparinenconice



		I				
of bond of accounta						
employees of the Republic of the						
Philippines (1 original)						
Copy of previous approved application						
	lity bond (if renewal)	Bureau of Treasury				
(1 photocopy)	L' L'PPC LAL C					
	s, Liabilities, and Net	Civil Service Commission or HRMDO				
Worth (SALN) (1 ori	ginai)					
MATERNITY LEAVE	// - vi vi v - 1\	CDO				
Obligation Request	· • ·	CBO				
Certified true copy of	• •	HRMDO				
application for leave						
Certified true copy of	-	HRMDO				
clearance (1 origina						
Medical certificate for	or maternity leave	Patient's D	octor			
(1 original)	monte for Unused					
Additional Require Maternity Leave	inents for Onused					
Medical certificate the	nat the employee is					
physically fit to work		Patient's D	octor/Employee Cl	inic		
Certificate of assum		Implementi	na Denartment/Of	fice		
		Implementing Department/Office HRMDO				
Approved DTR (1 original)						
	AGENCY	FFFS TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
CLIENT STEPS 1. Forward the	ACTIONS 1. Processing the			RESPONSIBLE JULIE S. SERRANO		
	ACTIONS	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer		
1. Forward the	ACTIONS 1. Processing the bank advice:	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting		
Forward the Disbursement Voucher with	ACTIONS 1. Processing the bank advice: 1.1 Prepare the	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff		
Forward the Disbursement Voucher with Check to the City	ACTIONS 1. Processing the bank advice:	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting		
1. Forward the Disbursement Voucher with Check to the City Accounting	ACTIONS 1. Processing the bank advice: 1.1 Prepare the bank advice.	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO)		
Forward the Disbursement Voucher with Check to the City	ACTIONS 1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M.		
1. Forward the Disbursement Voucher with Check to the City Accounting	ACTIONS 1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice;	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO)		
1. Forward the Disbursement Voucher with Check to the City Accounting	ACTIONS 1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA		
1. Forward the Disbursement Voucher with Check to the City Accounting	ACTIONS 1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice;	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and		
1. Forward the Disbursement Voucher with Check to the City Accounting	ACTIONS 1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V		
1. Forward the Disbursement Voucher with Check to the City Accounting	1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO)		
1. Forward the Disbursement Voucher with Check to the City Accounting	1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and 1.3 Forward the bank advice and	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO) JULIE S. SERRANO		
1. Forward the Disbursement Voucher with Check to the City Accounting	1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and 1.3 Forward the bank advice and other supporting	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO) JULIE S. SERRANO Administrative Officer II/		
1. Forward the Disbursement Voucher with Check to the City Accounting	1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and 1.3 Forward the bank advice and other supporting documents to	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO) JULIE S. SERRANO Administrative Officer II/ Accounting		
1. Forward the Disbursement Voucher with Check to the City Accounting	1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and 1.3 Forward the bank advice and other supporting documents to the City	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO) JULIE S. SERRANO Administrative Officer II/ Accounting Administrative Staff		
1. Forward the Disbursement Voucher with Check to the City Accounting	1.1 Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and 1.3 Forward the bank advice and other supporting documents to the City Treasurer's	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO) JULIE S. SERRANO Administrative Officer II/ Accounting		
1. Forward the Disbursement Voucher with Check to the City Accounting	1. Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and 1.3 Forward the bank advice and other supporting documents to the City Treasurer's Office.	None	TIME 9 Minutes	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO) JULIE S. SERRANO Administrative Officer II/ Accounting Administrative Staff		
1. Forward the Disbursement Voucher with Check to the City Accounting	1.1 Processing the bank advice: 1.1 Prepare the bank advice. 1.2 Approve the bank advice; and 1.3 Forward the bank advice and other supporting documents to the City Treasurer's	BE PAID	TIME	RESPONSIBLE JULIE S. SERRANO Administrative Officer II/Accounting Administrative Staff (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC-Management and Audit Analyst V (CAcctgO) JULIE S. SERRANO Administrative Officer II/ Accounting Administrative Staff		



11. Building Permit Application

Any person/juridical entity should secure building permit and its ancillary permits from the City Engineer's Office/Office of the Building Official prior to construction, renovation, repair, demolition, and maintenance.

Complex Transaction – Application for building permit in which floor area shall not exceed 1,500 square meters: [1] single dwelling residential buildings of not more than three (3) floors/storeys; [2] commercial buildings of not more than two (2) floors/storeys; [3] renovation within a mall with issued building permit; and [4] warehouse storing non-hazardous substance.

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;			
	G2G – Government to Government			
Who may avail:		l entity intending to construct structure/building		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
Principal:				
Duly filled-out and notari	zed Unified			
Application Form for Bui	lding Permit:			
 Unified Application 	n Form	CEO/OBO		
 Details to be indic 	cated in the form	Document Owner		
- Notarization		Notary Public		
the structure will be consolar. a. Land Title (if own (4 certified true consolar)) b. Lease of Contract (4 certified true consolar) c. Signed Apostille Certificate/Document country of origin (1 photocopy and	of right over the lot/property where ucture will be constructed Land Title (if owned) (4 certified true copies) Lease of Contract (if not owned) (4 certified true copies)			
Real Property Tax Rece (1 original and 3 photoco	ppies)	City Treasurer's Office (CTO)		
Real Property Tax Declaration		City Assessor's Office (CAssrO)		
(4 photocopies)		(0/10010)		
Location Plan		Any Licensed Geodetic Engineer		
(1 original and 3 photoco	opies)	,		
For new construction:		Affected neighborhood within the vicinity (left, right,		
Written consent (1 original)		front and back)		



Certificate of Verification Survey	
(1 original and 3 photocopies)	Any Licensed Geodetic Engineer
Tax Clearance for Building Permit	
(1 original and 3 photocopies)	СТО
Photos of project site (4 views)	Photo shop/centre
Building and Design Plans	'
(1 original and 4 blue print copies):	Any Licensed Professional/s:
- Architectural	Architect
- Civil/Structural	Civil Engineer
- Electrical/Electronic	Electrical Engineer
- Mechanical	Mechanical Engineer
- Sanitary/Plumbing	Sanitary Engineer
- Geodetic/Survey	Geodetic Engineer
Professional license of all involved	
professionals (1 photocopy containing	Professional Regulation Commission (PRC)
2 specimen signatures)	
Professional tax receipt of all involved	Cit. To a compare Office when the discussed
professionals (1 photocopy containing	City Treasurer's Office where the licensed
2 specimen signatures)	professional practices profession
, ,	Any Licensed Professional/s (Architect, Civil
Bill of materials/cost estimate and	Engineer, Electrical Engineer, Mechanical Engineer,
material specifications (5 original)	Sanitary Engineer and Geodetic Engineer)
Structural Decign Analysis and	Samilary Engineer and Geodetic Engineer)
Structural Design Analysis and	And Lineared Civil/Chronetonal Franciscon
Computations for two-storey and above	Any Licensed Civil/Structural Engineer
(5 original)	
Boring/Soil Test for two-storey with deck	Any Licensed Civil/Structural Engineer
and above (5 original)	7 my Electrica civili cultatara Engineer
Contractor's All Risk Policy Insurance with	Any Incurance Company
Official Receipt (1 original)	Any Insurance Company
Construction Safety Health Program with	D
Official Receipt (1 original)	Department of Labor and Employment (DOLE)
Representative:	
Duly filled-out and notarized Unified	
Application Form for Building Permit:	
- Unified Application Form	CEO/OBO
- Details to be indicated in the form	Document Owner
Authorization letter (1 original)	Person represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO
person represented (1 original)	



Proof of right over the lot/property where			
the structure will be constructed			
a. Land Title (if owned)	Registry of Deeds		
(4 certified true copies)	Lacas		
b. Lease of Contract (if not owned)	Lessor		
(4 certified true copies)c. Signed Apostille Certificate/	Department of Foreign Affairs or country of origin		
Document from the Country of origin	Department of Foreign Affairs of Country of origin		
(if foreigner) (1 photocopy and			
present original)			
Real Property Tax Receipt (1 original and	0.70		
3 photocopies)	СТО		
Real Property Tax Declaration			
(4 photocopies)	CAssrO		
Location Plan (1 original and	_		
3 photocopies)	Any Licensed Geodetic Engineer		
For new construction:	Affected neighborhood within the vicinity (left, right,		
Written consent (1 original)	front and back)		
Certificate of Verification Survey (1 original	Horit and backy		
and 3 photocopies)	Any Licensed Geodetic Engineer		
Tax Clearance for Building Permit			
(1 original and 3 photocopies)	СТО		
Photos of project site (4 views)	Photo Shop/Centre		
	1 Hoto Shop/Centre		
Building and Design Plans (1 original and 4 blue print copies):	Any Licensed Professional/s:		
- Architectural	Architect		
- Civil/Structural	Civil Engineer		
- Electrical/Electronic	Electrical Engineer		
- Mechanical	Mechanical Engineer		
- Sanitary/Plumbing	Sanitary Engineer		
- Geodetic/Survey	Geodetic Engineer		
Professional license of all involved			
professionals (1 photocopy containing	Professional Regulation Commission (PRC)		
2 specimen signatures)			
Professional Tax receipt of all involved	City Transpurser's Office who as the linear d		
professionals (1 photocopy containing	City Treasurer's Office where the licensed		
2 specimen signatures)	professional practice profession		
	Any Licensed Professional (Architect, Civil Engineer,		
Bill of materials/cost estimate and	Electrical Engineer, Mechanical Engineer, Sanitary		
material specifications (5 original)	Engineer and Geodetic Engineer)		
Structural Design Analysis and	Any Licensed Civil/Structural Engineer		
- · · · · · · · · · · · · · · · · · · ·	,		



Computations for two (5 original)	-storey and above				
Boring/Soil Test for two-storey with deck and above (5 original)		Any Licensed Civil/Structural Engineer			
Contractor's All Risk I Official Receipt (1 orig	•	Any Insurance Company			
Construction Safety Health Program with Official Receipt (1 original)		Department of Labor and Employment (DOLE)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the duly accomplished and notarized Unified Application Form for Building Permit together with the complete requirements at Window 1, Room 311 or OSSCPAS, CEO/OBO.	1. Acknowledge receipt of the application form together with the complete requirements. 1.1 Encode application in the system. 1.2 Issue claim stub for client's application reference.	None	30 Minutes	RAFAEL P. ISLES Engineering Aide, (CEO/OBO) or ARMAN P. BERNABE Administrative Aide IV, (OSSCPAS, CEO/OBO)	
	1.3 Process Fire Safety Evaluation Clearance (FSEC) and Locational Clearance (LC).	None	4 Days (waiting time prior to issuance of FSEC and LC)	OFFICERS OF THE DAY, City Planning and Development Office and Local Bureau of Fire Protection (OSSCPA)	
	1.4 Evaluate plans and documents	None	1 Day	ENGR. JOHARI G. RANGIRIS OIC-City Engineer/Building	



using the			Official, (CEO/OBO)
Compliance Evaluation			(020/020)
Sheet.			ENGR. CARL
Sileet.			BENEDICT A.
1 F Access force			CABANSAG
1.5 Assess fees			Engineer III,
to be paid if			(OSSCPAS,
plan is			CEO/OBO)
compliant;			
otherwise,			ENGR. CRISANTO
return for			M. MARTINEZ
correction.			Engineer II,
			(OSSCPAS,
1.6 Conduct field			CEO/OBO)
inspection to			
verify entries			ENGR. SALVADOR T. VILLARIN III
in the			Engineer IV,
submitted			(OSSCPAS,
documents.			CEO/OBO)
			020/080)
1.7 Process the	None	1 Day	ARCH. IAN C.
application.			APOSTOL
			Architect II,
			(OSSCPAS,
			CEO/OBO)
			ENGR. ERWIN G.
			MAGTUBA
			Engineer III,
			(OSSCPAS,
			CEO/OBO)
			ENGR. MARVIN A.
			ENGR. MARVIN A. MONSALE
			Engineer I,
			(OSSCPAS,
			CEO/OBO)
			020,000,
			ENGR. NEREUS
			ALDRIN C.
			SANTIAGO



				AING
				Engineer III,
				(OSSCPAS,
				CEO/OBO)
				ENGR. JERSON
				VINCENT T.
				TECSON
				Engineer I,
				(OSSCPAS,
				CEO/OBO)
				ENGR. RHANDY L.
				FARRE
				Engineer II,
				(OSSCPAS,
				CEO/OBO)
	4.0.31.77			RAFAEL P. ISLES
	1.8 Notify the	None	5 Minutes	Engineering Aide,
	client within			(OSSCPAS,
	seven days			CEO/OBO)
	to secure			
	Order of Payment.			Or
	i ayınıcın.			ARMAN P. BERNABE
				Administrative Aide
				IV,
				(OSSCPAS,
				CEO/OBO)
2. Upon receipt of	2. Issue Order of	None	5 Minutes	LLOYD B. SORO
notification,	Payment to the			Administrative Aide
return to Window	client.			IV,
2, Room 311,				(OSSCPAS, CEO/OBO)
OSSCPAS,				CLO/OBO)
CEO/OBO to				Or
secure Order of				
Payment for the				ROBERTO D.
processing of				BERDIN
Building Permit				Administrative
application.				Assistant I
				(OSSCPAS,



				CEO/OBO)
3. Proceed to	3. Issue official	Please see	5 Minutes	CASHIER
Window 3, Room	receipt (OR) to	table below		(OSSCPA)
311, OSSCPAS,	the client.	re: schedule		
CEO/OBO, and		of fees.		
pay the fees due.				
4. Proceed to	4. Verify OR, and	None	5 Minutes	MA. LUZ T.
Window 4, Room	release the			NAZARREA
311, OSSCPAS,	building permit.			Administrative Aide I,
CEO/OBO to				(OSSCPAS,
present OR, and				CEO/OBO)
claim building				
permit.				or
				MELANIE ANN R.
				ABRACOSA
				Administrative Aide I,
				(OSSCPAS,
				CEO/OBO)
	TOTAL:	*BF + EF +	6 Days and	
		EcF + P/SF	50 Minutes	
		+ MF + LGF		
		+ PF + CF =		
		TF		

*Legend:

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee) + P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF (Total Fees)

SCHEDULE OF FEES

1. BF (Building Fee)

For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: $BF = A \times Rate$

A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and Industrial Buildings	Rate
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter



Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

2. EF (Electrical Fee)

 $EF = (KVA \times Rate) + Filing Fee$

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate (PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load

4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate

Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4



Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

Mechanical Load	Rate
Refrigeration for cold storages	PHP 40/ton
Ice Plants	PHP 60/ton
Packaged/ Centralized Air conditioning	Up to 100 tons PHP 90
System	Fraction thereof PHP 40
Window type Air conditioning unit	PHP 60/unit
Mechanical Ventilation (blowers or fan)	PHP 40/kw
Elevators (Car, Passenger & Freight)	PHP 5,000/unit
Dumbwaiters (motor driven)	PHP 600/unit
Construction Elevator	PHP 2,000/unit
Boilers	
Up to 7.5 Kw	PHP 500/unit
Above 7.5 kw to 22 kw	PHP 700/unit
Above 22 kw to 37 kw	PHP 900/unit
Above 37 kw to 52 kw	PHP 1,200/unit
Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for	PHP 60/kw
commercial /industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit
	excluding the pump
Generator-diesel/gasoline/steam/hydro/	
nuclear or solar generating units	



PHP 25/kw
PHP 20/kw
PHP 3/kw
PHP 20/unit
PHP 100/unit
PHP 60/unit
PHP 10 lineal meter
PHP 50/ton
PHP 10/unit
PHP 12/unit
PHP 3/unit

6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters PHP 24 C = Other sides total length PHP 1.20/m

Case #2: LG = A + B + C

A = Frontage of Lot up to 10 meters PHP 24
B = Every meter or fraction in excess of 10 meters PHP 2.40/m
C = Other sides total length PHP 1.20/m

7. PF (Paving Fee)

 $PF = D \times PHP$ 2/square meter D = Area of yard and open spaces of the building

8. CF (Computerization Fee) = PHP 20

Highly Technical Transaction – Application for building permit involving construction, renovation, repair, demolition and maintenance of residential, commercial, industrial and institutional buildings with the following categories:

- Four (4)-storey and above residential building
- Three (3)-storey and above commercial & institutional buildings
- Commercial and industrial buildings with more than 1,500 square meter
- Ground Preparation Permit



• Annual Building Inspection Permit

Office or Division:	City Engineer's Office (CEO)/Office of the Building Official (OBO)		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;		
14 11 11 11 11 11 11 11 11 11 11 11 11 1	G2G – Government to Government		
Who may avail:	Any person/juridica	al entity intending to construct structure/building	
CHECKLIST OF RE Principal:	QUIREMENTS	WHERE TO SECURE	
•	izad Unified		
Duly filled-out and notari			
Application Form for Bui	•	CEO/OBO	
- Unified Applicatio		Applicant	
- Details of the form	n	· ·	
Any valid government ID	` `	Bureau of Internal Revenue (BIR), Philippine Postal Corporation (Post Office), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), Commission on Election (COMELEC), Land Transportation Office (LTO)	
Proof of right over the lo			
the structure will be cons		Desiste of Desiste	
a. Land Title (if own (4 certified true co	•	Registry of Deeds	
b. Lease of Contrac	• ,	Lessor	
(4 certified true co	,	20000	
c. Signed Apostille Certificate/ Document from the Country of origin (if foreigner) (1 photocopy and present original)		Department of Foreign Affairs or country of origin	
Real Property Tax Receipt (1 original, 3 photocopies)		City Treasurer's Office (CTO)	
Real Property Tax Declaration (4 photocopies)		City Assessor's Office (CAssrO)	
Location Plan (1 original, 3 photocopies)		Hired Licensed Geodetic Engineer	
Certificate of Verification Survey (1 original, 3 photocopies)		Hired Licensed Geodetic Engineer	
Tax Clearance for Building Permit (1 original, 3 photocopies)		СТО	
Photos of project site (4 views)		Photo Shop/Centre	
Building and Design Plans			
(1 original, 4 blue print copies): - Architectural		Any Licensed Professional/s: Architect	



- Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey - Professional license of all involved professionals (1 photocopy containing 2 specimen signatures) - Professionals (1 photocopy containing 2 specimen signatures) - Bill of materials/cost estimate and material specifications (5 original) - Structural Design Analysis and Computations for two-storey and above (5 original) - Boring/Soil Test for two-storey with deck and above (5 original) - Construction Safety Health Program with Official Receipt (1 original) - Construction Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety Inspection Clearance with Official Receipt (1 original) - Fire Safety			
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	Discharge Permit (1 original,	Laguna Lake Development Authority	



1 photocopy)	
1 photocopy)	
Environmental Impact Statement for	
environmental and marine impact related	
projects like communication towers,	DEP-Ed/CHED
hospitals, airports, manufacturing factories,	
etc. (1 original, 1 photocopy)	
For new construction:	Affected neighborhood within the vicinity (left,
Written consent (1 original)	right, front and back)
Representative:	,
Duly filled-out and notarized Unified	
Application Form for Building Permit:	
- Unified Application Form	CEO/OBO
- Details of the Form	Person Represented (Applicant)
Authorization letter (1 original)	Person Represented (Applicant)
Special Power of Attorney (1 original)	Person represented (Applicant)
Any valid government ID card of the	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
Representative (1 original)	LTO
Any government ID card of the person	BIR, Post Office, PSA, SSS, GSIS, COMELEC,
represented (Applicant) (1 original)	LTO
Proof of right over the lot/property where	
the structure will be constructed	
a. Land Title (if owned)	Registry of Deeds
(4 certified true copies)	,
b. Lease of Contract (if not owned)	Lessor
(4 certified true copies)	
c. Signed Apostille Certificate/	Department of Foreign Affairs or country of
Document from the Country of origin	origin
(if foreigner) (1 photocopy and	
present original)	
Real Property Tax Receipt (1 original,	СТО
3 photocopies)	
Real Property Tax Declaration	CAssrO
(4 photocopies)	0,10010
Location Plan (1 original, 3 photocopies)	Hired Licensed Geodetic Engineer
Certificate of Verification Survey (1 original,	Hired Licensed Geodetic Engineer
3 photocopies)	Tilled Elections Geodetic Eligineei
Tax Clearance for Building Permit	СТО
(1 original, 3 photocopies)	
Photos of Project Site (4 views, 1 original)	Photo Shop/Center
Building and Design Plans	
(1 original and 4 blue print copies):	Any Licensed Professional/s:



- Architectural - Civil/Structural - Electrical/Electronic - Mechanical - Sanitary/Plumbing - Geodetic/Survey - Geodetic/Survey - Professional License of all involved - Professional License of all involved - Professional Tax Receipt of all involved - Professionals (1 photocopy containing 2 - specimen signatures) - Professionals (3 photocopy containing 2 - specimen signatures) - Professionals (4 photocopy containing 2 - specimen signatures) - Professional Tax Receipt of all involved - Professional Fax Receipt of all involved - Professional Fax Receipt of all involved - Professional Tax Receipt of all involved - Professional Fax Receipt of all involved - Professional practice profession - Any Licensed Civil/Structural Engineer - Any Licensed Civil/Structural Engin		
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- Mechanical Engineer - Geodetic/Survey - Professional License of all involved Professionals (1 photocopy containing 2 specimen signatures) - Any Licensed Professional (Architect, Civil Engineer, Electrical Engineer, Mechanical Engineer, Mechanical Engineer, Mechanical Engineer, Sanitary Engineer and Geodetic Engineer) - Structural Design Analysis and Computations for two-storey and above (5 original) - Boring/Soil Test for two-storey with deck and above (5 original) - Contractor's All Risk Policy Insurance with Official Receipt (1 original) - Construction Safety Health Program with Official Receipt (1 original) - Height Clearance for buildings/structures exceeding 45 meters (1 original, 1 photocopy) - Tourism Clearance for tourist-oriented projects (1 original, 1 photocopy) - Compliance Clearance (1 original, 1 photocopy) - Construction Clearance (1 original, 1 photocopy) - Construction Clearance (1 original, 1 photocopy) - Discharge Permit (1 original, 1 photocopy) - Environmental Impact Statement for - Sanitary Engineer - Any Licensed Civil/Structural Engineer - Any Licensed Civil/Structural Engineer - Any Insurance Company - DOLE - ATO, DOT - PTA - ATO, DOT - PTA - DEP-Ed/CHED - DEP-Ed/CHED		
- Sanitary/Plumbing - Geodetic/Survey - Geodetic/Survey - Geodetic/Survey - Geodetic/Survey - Geodetic Engineer - Frofessional License of all involved - Frofessional Tax Receipt of all involved - Frofessional Frofessional - Any Licensed Professional (Architect, Civil Engineer, Sanitary Engineer and Geodetic Engineer) - Structural Design Analysis and - Computations for two-storey and above - (5 original) - Boring/Soil Test for two-storey with deck and above (5 original) - Contractor's All Risk Policy Insurance with - Official Receipt (1 original) - Contractor's All Risk Policy Insurance with - Official Receipt (1 original) - Construction Safety Health Program with - Official Receipt (1 original) - POLE - Any Insurance Company - Any Insurance Company - DOLE - Any Insurance Company - DOLE - ATO, DOT - Trace		
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Environmental Impact Statement for DEP-Ed/CHED		Laguna Lake Development Authority
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environmental and marine impact related		DEP-Ed/CHED
	environmental and marine impact related	



				HANG
projects like communication towers,				
hospitals, airports, manufacturing factories,				
etc. (1 original, 1 phot	tocopy)			
For new construction:		Affected neigl	hborhood within th	ne vicinity (left,
Written consent (1 ori	ginal)	right, front and	d back)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly	1. Acknowledge	None	1 Hour	RAFAEL P.
accomplished	receipt of			ISLES
and notarized	application form			Engineering Aide,
Unified	together with the			(OSSCPAS,
Application Form	complete			CEO/OBO)
for Building Permit together	requirements.			or
with complete	1.1 Encode the			ARMAN P.
requirements at	application in			BERNABE
Window 1, Room	the system.			Administrative
311 or				Aide IV,
OSSCPAS,	1.2 Issue claim			(OSSCPAS,
CEO/OBO.	stub for			CEO/OBO)
	client's			
	application			
	reference.			
	1.3 Process Fire	None	7 Days	OFFICERS OF
	Safety	None	(waiting time	THE DAY
	Evaluation		prior to	CPDO and Local
	Clearance		issuance of	BFP
	(FSEC) and		FSEC and LC)	(OSSCPA)
	Locational		1 SEC and EC)	
	Clearance			
	(LC).			
	1.4 Evaluate	None	5 Dave	ENGR. JOHARI
	plans and	INOHE	5 Days	G. RANGIRIS
	documents			OIC-City
				Engineer/Building
	using the			Official,
	Compliance			(CEO/OBO)
	Evaluation			



Sheet.			ENGR. CARL
			BENEDICT A.
1.5 Assess fees			CABANSAG
to be paid if			Engineer III,
·			(OSSCPAS,
plan is			CEO/OBO)
compliant,			,
otherwise,			ENGR.
return for			CRISANTO M.
correction.			MARTINEZ
			Engineer II,
1.6 Conduct field	None	5 Days	(OSSCPAS,
inspection to		0 2 0,70	CEO/OBO)
=			020/020)
verify entries			ENGR.
in the			SALVADOR T.
submitted			VILLARIN III
documents.			Engineer IV,
			-
1.8 Process	None	2 Hours	(OSSCPAS,
application.			CEO/OBO)
			ARCH. IAN C.
			APOSTOL
			Architect II,
			(OSSCPAS,
			CEO/OBO)
			ENGR. ERWIN
			G. MAGTUBA
			Engineer III,
			(OSSCPAS,
			CEO/OBO)
			,
			ENGR. MARVIN
			A. MONSALE
			Engineer I,
			(OSSCPAS,
			CEO/OBO)
			ENGR. NEREUS
			ALDRIN C.
			SANTIAGO
			Engineer III,
1			Linguitor in,



				VANC
				(OSSCPAS, CEO/OBO)
				ENGR. JERSON VINCENT T. TECSON Engineer I, (OSSCPAS, CEO/OBO)
				ENGR. RHANDY L. FARRE Engineer II, (OSSCPAS, CEO/OBO)
	1.9 Notify the client within seven days to secure Order of Payment.	None	15 Minutes	RAFAEL P. ISLES Engineering Aide, (OSSCPAS, CEO/OBO)
				ARMAN P. BERNABE Administrative Aide IV, (OSSCPAS, CEO/OBO)
2. Upon receipt of notification, return to Window 2, Room 311, OSSCPAS,	Issue Order of Payment to the client.	None	15 Minutes	LLOYD B. SORO Administrative Aide IV, (OSSCPAS, CEO/OBO)
CEO/OBO to secure Order of				or
Payment for the processing of building permit				ROBERTO D. BERDIN Administrative
application.				Assistant I



				(OSSCPAS, CEO/OBO)
3. Proceed to	3. Issue Official	Please see	5 Minutes	CASHIER
Window 3, Room	Receipt (OR) to	table below		(OSSCPA)
311, OSSCPAS,	the client.	re: schedule		, ,
CEO/OBO, and		of fees.		
pay the fees due.				
4. Proceed to	4. Verify OR, and	None	15 Minutes	MA. LUZ T.
Window 4, Room	release the			NAZARREA
311, OSSCPAS,	building permit.			Administrative
CEO/OBO to				Aide I
present OR, and				(OSSCPAS,
claim the building				CEO/OBO)
permit.				MELANIE ANN
				R. ABRACOSA
				Administrative
				Aide I,
				(OSSCPAS,
				CEO/OBO)
	TOTAL:	*BF + EF +	17 Days,	
		EcF + PS/F	3 Hours and	
		+ MF + LG	50 Minutes	
		+ PF + CF =		
		TF		

*Legend:

BF (Building Fee) + EF (Electrical Fee) + EcF (Electronic Fee), P/SF (Plumbing/Sanitary Fee) + MF (Mechanical Fee) + LGF (Line & Grade Fees) + PF (Paving Fee) + CF (Computerization Fee) = TF

	SCHEDULE OF FEES
1. BF (Building Fee)	



For Residential Buildings: Floor Area x PHP 8.40/square meter

For Commercial and Industrial Buildings: BF = A x Rate A = Total floor area for Commercial and Industrial Buildings

Floor Area for Commercial and	Rate
Industrial Buildings	
Up to 5000 square meters	PHP 23/square meter
Above 5000 to 6000 square meters	PHP 22/square meter
Above 6000 to 7000 square meters	PHP 20.50/square meter
Above 7000 to 8000 square meters	PHP 19.50/square meter
Above 8000 to 9000 square meters	PHP 18/square meter
Above 9000 to 10000 square meters	PHP 17/square meter
Above 10000 to 15000 square meters	PHP 16/square meter
Above 15000 to 20000 square meters	PHP 15/square meter
Above 20000 to 30000 square meters	PHP 14/square meter
Above 30000 square meters	PHP 12/square meter

2. EF (Electrical Fee)

EF = (KVA x Rate) + Filing Fee

Note: For 5 KVA or less, minimum Electrical Fee is PHP 200

Total Electrical Load (KVA)	Rate (PHP/KVA)	Filing Fee
Over 5 to 50 KVA	PHP 20/KVA	PHP 200/KVA
Over 51 to 300 KVA	PHP 10/KVA	PHP 1,100/KVA
Over 301 to 1,500 KVA	PHP 5/KVA	PHP 3,600/KVA
Over 1,501 to 6000 KVA	PHP 2.50/KVA	PHP 9,600/KVA
Over 6000 KVA	PHP 1.25/KVA	PHP 20,850/KVA

3. EcF (Electronic Fee)

EcF = Rate x Item/s Electronic Load

4. PS/F (Plumbing/Sanitary Fees)

PS/F = A, or A + B

A = Installation Fee for one (1) unit consisting of the following: (1 water closet, 2 floor drains, 1 lavatory, 1 sink, 3 faucets & 1 shower head) = PHP 24

B = Excess of one set of A, summation of Plumbing Fixtures x corresponding rate



Plumbing Fixtures	Rate
Each water closet	PHP 7
Each floor drain	PHP 3
Each kitchen sink	PHP 3
Each lavatory	PHP 7
Each faucet	PHP 2
Each shower head	PHP 2
Each urinal	PHP 4
Each bath tub	PHP 7
Each grease trap	PHP 7
Each bidet	PHP 4
Each laundry sink	PHP 4
Each slop sink	PHP 7
Each laboratory sink	PHP 4
Each drinking fountain	PHP 2
Each Water Meter 12 to 25 mm diameter	PHP 8
Each Water Meter above 25 mm diameter	PHP 10
Septic Tank	PHP 24

5. MF (Mechanical Fee)

MF = Mechanical Load x Rate

Mechanical Load	Rate	
Refrigeration for cold storages	PHP 40/ton	
Ice Plants	PHP 60/ton	
Packaged/ Centralized Air conditioning	Up to 100 tons PHP 90	
System	Fraction thereof PHP 40	
Window type Air conditioning unit	PHP 60/unit	
Mechanical Ventilation (blowers or fan)	PHP 40/kw	
Elevators (Car, Passenger & Freight)	PHP 5,000/unit	
Dumbwaiters (motor driven)	PHP 600/unit	
Construction Elevator	PHP 2,000/unit	
Boilers		
Up to 7.5 Kw	PHP 500/unit	
Above 7.5 kw to 22 kw	PHP 700/unit	
Above 22 kw to 37 kw	PHP 900/unit	
Above 37 kw to 52 kw	PHP 1,200/unit	



Above 52 kw to 67 kw	PHP 1,400/unit
Above 67 kw to 74 kw	PHP 1,600/unit
Pressurized water heaters	PHP 200/unit
Water, sump and sewage pumps for	PHP 60/kw
commercial /industrial use	
Automatic Fire Sprinkler-sprinkle head	PHP 4/unit
	excluding the pump
Generator-diesel/gasoline/steam/hydro/	
nuclear or solar generating units	
Up to 50 kw	PHP 25/kw
Above 50 up to 100 kw	PHP 20/kw
Every kw above 100 kw	PHP 3/kw
Compressed Air for Commercial, Industrial	
and Institutional Use, per unit	PHP 20/unit
Gas meter per unit	PHP 100/unit
Pressure Vessel	PHP 60/unit
Exhaust duct works	PHP 10 lineal meter
Weighing Scale Structure	PHP 50/ton
Internal combustion engine (forklift, loader,	
mixers, compressors trucks per kw)	
Up to 50 kw	PHP 10/unit
Above 50 up to 100 kw	PHP 12/unit
Every fraction above 100 kw	PHP 3/unit

6. LGF (Line and Grade Fees)

Case #1: LGF = A + C

A = Frontage of Lot up to 10 meters PHP 24 C = Other sides total length PHP 1.20/m

Case #2: LG = A + B + C

A = Frontage of Lot up to 10 meters PHP 24
B = Every meter or fraction in excess of 10 m
C = Other sides total length PHP 1.20/m

7. PF (Paving Fee)

 $PF = D \times PHP 2.00/sq. m.$

D = Area of yard and open spaces of the building

8. CF (Computerization Fee) = PHP 20



12. Certification/s as to Availability of Appropriation on Obligation Requests (ObR) (For 1 to 7 Transactions)

The City Budget Office is one of the support services of the City Government. Part of its mandate is to certify as to the availability of the appropriations and allotments to which expenditures and obligations may be properly charged. (Sec. 344 of R.A No. 7160 and Budget Operations Manual Version 2016)

Office or Division:	City Budget Office (CBO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	City Government Departments/Offices/Employees, Consultants,			
	Contract of Service	ntract of Service and Job Order Employees		
CHECKLIST OF RE	EQUIREMENTS	WHERE TO SECURE		
PAYROLL:				
Regular/casual				
Initial Payroll/Renewal of		Human Resource Management and Development		
(2 original, 2 photocopie		Office (HRMDO)		
Signed Obligation Reque	` ,	Concerned Department/Office		
(2 original, 2 photocopie	,			
Signed Payroll (2 original	ıl, 2 photocopies)	Concerned Department/Office		
DTR (1 original)		Concerned Department/Office		
Appointment/Plantilla (1		HRMDO		
Assumption of duties (1		HRMDO		
Duly Notarized SALN (1				
- SALN Form (1 original)		HRMDO or CSC or Ombudsman Websites		
 Details/info to be indicated in the 		Concerned employees of the Department/Office		
form				
- Notarization		Notary Public		
PDS (1 original)		Concerned employees of the Department/Office		
DTR (1 original)		Concerned Department/Office		
Succeeding Payroll (2 or	riginal,			
2 photocopies)				
 Signed ObR (2 original, 		Concerned Department/Office		
2 photocopies)		0		
- Signed Payrol	` •	Concerned Department/Office		
2 photocopies)				
Contract of Service/Job Order		Consorred Donorthoont/Office		
Initial Payroll (2 original, 2 photocopies) Signed ObR (2 original, 2 photocopies)		Concerned Department/Office		
<u> </u>	· · · · · · · · · · · · · · · · · · ·	Concerned Department/Office		
Signed Payroll (2 original)	ii, ∠ pnotocopies)	Concerned Department/Office		
` • '		Concerned Department/Office		
Accomplishment Report		Concerned Department/Office		
Project Proposal (1 original)		Concerned Department/Office		



PPMP (1 photocopy)	Concerned Department/Office
APP (1 photocopy)	Concerned Department/Office
PDS (1 photocopy)	Concerned employees of the Department/Office
Notarized Contract (1 original)	
- Contract	Concerned Department/Office
- Notarization	Notary Public
Clearances	
- Police Clearance (1 original)	Philippine National Police (PNP)
- Medical Clearance (1 original)	DOH Accredited Hospitals/Clinics
- Drug Test (1 original)	Department of Health Accredited Drug Testing
	Center
- Barangay Clearance (1 original)	Barangay Hall
Succeeding Payroll	<u> </u>
- Signed ObR (2 original,	Concerned Department/Office
2 photocopies)	
- Signed Payroll (2 original,	Concerned Department/Office
2 photocopies)	
 Accomplishment Report (1 original) 	Concerned Department/Office
- PPMP (1 photocopy)	Concerned Department/Office
- APP (1 photocopy)	Concerned Department/Office
Consultant	
Initial Payroll (2 original, 2 photocopies)	HRMDO, Concerned Department/Office
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
Accomplishment Report (1 original)	Concerned Department/Office
Bids and Awards Committee (BAC)	BAC Secretariat
Resolution (1 original)	
Notarized Contract (1 original)	
- Contract	Concerned Department/Office
- Notarization	Notary Public
Succeeding Payroll	
- Signed ObR (2 original,	Concerned Department/Office
2 photocopies)	
- Signed Payroll (2 original,	Concerned Department/Office
2 photocopies)	
- Accomplishment Report	Concerned Department/Office
(1 original)	
- PPMP (2 photocopies)	Concerned Department/Office
- APP (2 photocopies)	Concerned Department/Office
GOODS AND SERVICES	
Training/Seminar	
- By NGA, government association	
and accredited government	
agencies:	



Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Travel Order (1 original, 1 photocopy)	City Administrator's Office
Itinerary (1 original)	Learning Service Provider (LSP)
Invitational Letter (1 photocopy)	LSP
Justification Letter re: Attendance to	Concerned Department/Office
the Program (1 original, 1 photocopy)	
Authority to charge actual and	City Mayor's Office (CMO)
necessary expense (if cash advance)	
(1 original)	
Official Receipt (if reimbursement)	LSP, Providers of Goods and Services
(1 original)	
- To be conducted by City	
Offices/Department:	
Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Purchase Request (PR) approved by	·
City Treasurer as to cash availability	
(1 original)	
• PR	Concerned Department/Office
 Approval 	City Treasurer's Office (CTO)
Project Proposal (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Goods and Property Plant & Equipment	•
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	СВО
(CAA) (2 original, 2 photocopies)	
PR (2 original)	Concerned Department/Office
Acceptance (1 original, 1 photocopy)	Concerned Department/Office
Purchase Order/Contract (1 original,	Concerned Department/Office
1 photocopy)	Someonica Boparanona emec
Notice of Award (NOA) (1 original,	Concerned Department/Office
1 photocopy)	Concerned Department Office
Notice to Proceed (NTP) (1 original,	Concerned Department/Office
1 photocopy)	Concerned Department/Onice
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Delivery Receipt (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	
, , ,	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office



Distribution list (for common office supplies and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation ordinance (if funded through Supplemental Budget) (1 original)	City Secretariat Office (CSO)
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP)	CSO
Resolution (if funded through Supplemental Budget) (1 photocopy)	
Services (for janitorial, security, garbage,	
internet, preventive maintenance,	
gasoline etc.)	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	
PR (2 original)	Concerned Department/Office
Purchase Order (for Goods and	Concerned Department/Office
Services)/Contract (for Infra Services)	·
(1 original, 1 photocopy)	
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	CSO
ordinance (if funded through Supplemental	
Budget) (1 original)	
Supplemental Annual Investment Plan (AIP)	CSO
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	
Purchase Request (PR) approved by City	
Treasurer as to cash availability (1 original,	
1 photocopy)	Comment Description (1977)
- PR	Concerned Department/Office
- Letter of Approval	CTO
Billing (for gasoline) (1 original, 1 photocopy)	General Services Office (GSO)
Computation of GSO (for janitorial services)	GSO
(1 original)	
Utilities (Water, Electricity, Telephone,	



Mobile, Internet)	
	Cancerned Department/Office
Signed ObR (2 original)	Concerned Department/Office GSO
Billing (1 original) Infrastructure (one time obligation)	G30
1. Progress Payment:	
	CDO
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	Cancerned Department/Office
Signed ObR (2 original) Purchase Order/Contract	Concerned Department/Office
	Concerned Department/Office
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	CSO
ordinance (if funded through Supplemental	
Budget) (1 original)	
Supplemental Annual Investment Plan (AIP)	CSO
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	240
Agency Cost Estimate (1 original)	BAC
Statement of Work Accomplishment (SWA)	City Engineer's Office (CEO)/Office of the Building
(1 original, 1 photocopy)	Official (OBO)
Certificate of Completion (1 original,	CEO/OBO
1 photocopy)	050/050
Request for Inspection (1 original,	CEO/OBO
1 photocopy)	050/000
Inspection Report (1 original, 1 photocopy)	CEO/OBO
Certificate from CPDO as to inclusion in	City Planning and Development Office (CPDO)
Land Development Investment Plan (LDIP)	
and AIP (1 original)	
Certification from City Treasurer's Office	0.70
(CTO) as to cash availability (1 original)	CTO
Scope of Work (1 original)	BAC
2. Mobilization:	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	15 1/0/2
Purchase Order/Contract (1 original,	Concerned Department/Office



1 photocopy)	
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	CSO
ordinance (if funded through Supplemental	
Budget) (1 original)	
Supplemental Annual Investment Plan (AIP)	CSO
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	
Request for Mobilization Billing Statement	CEO/OBO
approved by City Engineer (1 original,	
1 photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents with attached requirements to the CBO.	Receive and check completeness of documents and signatories	None	5 Minutes	NORBERTO C. DEGORIO Administrative Aide I (CBO) AMADO B. TUBOC Administrative Aide I (CBO) JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
2. Wait for the CBO to process the submitted documents.	Process the submitted documents. 2.1 Assign Receiving Control Number	None	5 Minutes	JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)



2.2 Check availability of appropriation and post in RAAO (Registry	None	10 Minutes	RESTITUTA RAQUEL E. TAN Administrative Aide IV (CBO)
of Allotment Appropriation and Obligation).			BERNABELA C. GILBUENA Administrative Aide IV (CBO)
			VILLY T. DE LEON Administrative Aide IV (CBO)
			MARY ROSE M. BERNARDINO Administrative Aide IV (CBO)
			DIANNA P. CUTARA Administrative Aide II (CBO)
			RODOLFO C. ROMERO JR. Administrative Aide IV (CBO)
			JOE MARIE P. MILAN Administrative Aide II (CBO)
			FERDINAND C. BUCU Administrative Assistant II (CBO)
			LILIBETH D. TIOSEN Administrative Assistant I (CBO)
			MYRIAM A. BALTAZAR Supervising Administrative Officer (CBO)
			MARICRIS C.



_	1			
				CONTRERAS Administrative Assistant II (CBO)
	2.3 Check and review correctness of account codes, supporting documents and charging.	None	15 Minutes	FERDINAND M. NAVEA Administrative Officer V (CBO)
	2.4 Assign ObR Control Number.	None	15 Minutes	For Personnel Services (PS): VILLY T. DE LEON Administrative Aide IV (CBO)
				For Maintenance and Other Operating Expenses (MOOE): DIANNA P. CUTARA Administrative Aide II (CBO)
				For Special Education Fund (SEF): CHERRY LYN B. OCAMPO Administrative Aide IV (CBO)
	2.5 Final review as to correctness and completeness.	None	2 Minutes	MYRIAM A. BALTAZAR Supervising Administrative Officer (CBO)
	2.6 Record in consolidation	None	5 Minutes	RHODALYN RICA O. REYES Administrative Aide IV (CBO)



	RAAO.			
	2.7 Sign the ObR.	None	15 Minutes	MA. CONCHITA B. CAYANAN City Government Department Head II (CBO)
	2.8 Retain copy of documents for file reference.	None	2 Minutes	FERNANDO V. ORDIALES Administrative Aide II (CBO)
3. Claim the approved documents.	Release the approved documents.	None	2 Minutes	NORBERTO C. DEGORIO Administrative Aide I (CBO) AMADO B. TUBOC
				Administrative Aide I (CBO) JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
	TOTAL:	None	1 Hour and 16 Minutes	\ /

^{*}Based on existing Accounting, Auditing, and Budgeting Rules

13. Certification/s as to Availability of Appropriation on Obligation Requests (ObR) (For 8 or More Transactions)

The City Budget Office is one of the support services of the City Government. Part of its mandate is to certify as to the availability of the appropriations and allotments to which expenditures and obligations may be properly charged. (Sec. 344 of RA No. 7160 and Budget Operations Manual Version 2016)

Office or Division:	City Budget Office (CBO)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen		
Who may avail:	City Government Departments/Offices/Employees, Consultants,		
	Contract of Service and Job Order Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
PAYROLL:			
Regular/casual			
Initial Payroll/Renewal of Casual		Human Resource Management and Development	



(2 original, 2 photocopies)	Office (HRMDO)	
Signed Obligation Request (ObR)	Concerned Department/Office	
(2 original, 2 photocopies)	Concomica Boparanona Cinico	
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office	
DTR (1 original)	Concerned Department/Office	
Appointment/Plantilla (1 photocopy)	HRMDO	
Assumption of duties (1 original)	HRMDO	
Duly Notarized SALN (1 photocopy)		
- SALN Form (1 original)	HRMDO or CSC or Ombudsman Websites	
- Details/info to be indicated in the	Concerned employees of the Department/Office	
form		
- Notarization	Notary Public	
PDS (1 original)	Concerned employees of the Department/Office	
DTR (1 original)	Concerned Department/Office	
Succeeding Payroll (2 original,	,	
2 photocopies)	Concerned Department/Office	
- Signed ObR (2 original,	Concerned Department/Office	
2 photocopies)	·	
- Signed Payroll (2 original,		
2 photocopies)		
Contract of Service/Job Order		
Initial Payroll (2 original, 2 photocopies)	Concerned Department/Office	
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office	
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office	
DTR (1 original)	Concerned Department/Office	
Accomplishment Report (1 original)	Concerned Department/Office	
Project Proposal (1 original)	Concerned Department/Office	
PPMP (1 photocopy)	Concerned Department/Office	
APP (1 photocopy)	Concerned Department/Office	
PDS (1 photocopy)	Concerned employees of the Department/Office	
Notarized Contract (1 original)		
- Contract	Concerned Department/Office	
- Notarization	Notary Public	
Clearances		
- Police Clearance (1 original)	Philippine National Police (PNP)	
- Medical Clearance (1 original)	DOH Accredited Hospitals/Clinics	
- Drug Test (1 original)	Department of Health Accredited Drug Testing	
	Center	
- Barangay Clearance (1 original)	Barangay Hall	
Succeeding Payroll		
- Signed ObR (2 original,	Concerned Department/Office	
2 photocopies)		
 Signed Payroll (2 original, 	Concerned Department/Office	
2 photocopies)		



Accomplishment Papert (1 original)	Concorned Department/Office
Accomplishment Report (1 original)PPMP (1 photocopy)	Concerned Department/Office Concerned Department/Office
, , , , , , , , , , , , , , , , , , , ,	Concerned Department/Office
- APP (1 photocopy) Consultant	Concerned Department/Office
	LIDMDO Concerned Department/Office
Initial Payroll (2 original, 2 photocopies)	HRMDO, Concerned Department/Office
Signed ObR (2 original, 2 photocopies)	Concerned Department/Office
Signed Payroll (2 original, 2 photocopies)	Concerned Department/Office
Accomplishment Report (1 original)	Concerned Department/Office
Bids and Awards Committee (BAC)	BAC Secretariat
Resolution (1 original)	
Notarized Contract (1 original)	0 15 100
- Contract	Concerned Department/Office
- Notarization	Notary Public
Succeeding Payroll	0 15 100
- Signed ObR (2 original,	Concerned Department/Office
2 photocopies)	0 15 100
- Signed Payroll (2 original,	Concerned Department/Office
2 photocopies)	0 15 100
- Accomplishment Report	Concerned Department/Office
(1 original)	0 15 100
- PPMP (2 photocopies)	Concerned Department/Office
- APP (2 photocopies)	Concerned Department/Office
GOODS AND SERVICES	
Training/Seminar	
- By NGA, government association	
and accredited government	
agencies:	
Signed ObR (2 original)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Travel Order (1 original, 1 photocopy)	City Administrator's Office
Itinerary (1 original)	Learning Service Provider (LSP)
Invitational Letter (1 photocopy)	LSP
Justification Letter re: Attendance to	Concerned Department/Office
the Program (1 original, 1 photocopy)	
Authority to charge actual and	
necessary expense (if cash advance)	
(1 original)	City Mayor's Office (CMO)
Official Receipt (if reimbursement)	, , , , , , , , , , , , , , , , , , , ,
(1 original)	LSP, Providers of Goods and Services
- To be conducted by City	
- To be conducted by City Offices/Department: Signed ObR (2 original)	Concerned Department/Office



Disbursement Voucher (1 original)	Concorned Department/Office
Purchase Request (PR) approved by	Concerned Department/Office
City Treasurer as to cash availability	
(1 original)	
• PR	Concerned Department/Office
	City Treasurer's Office (CTO)
Approval Draiget Brancost (4 priginal)	
Project Proposal (1 original)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Goods and Property Plant & Equipment	0
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	2 12 12 12 12 12 12 12 12 12 12 12 12 12
PR (2 original)	Concerned Department/Office
Acceptance (1 original, 1 photocopy)	Concerned Department/Office
Purchase Order/Contract (1 original,	Concerned Department/Office
1 photocopy)	
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Delivery Receipt (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	
ordinance (if funded through Supplemental	
Budget) (1 original)	City Secretariat Office (CSO)
Supplemental Annual Investment Plan (AIP)	CSO
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	
Services (for janitorial, security, garbage,	
internet, preventive maintenance,	
gasoline etc.)	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	
PR (2 original)	Concerned Department/Office
Purchase Order (for Goods and	Concerned Department/Office
Services)/Contract (for Infra Services)	
(1 original, 1 photocopy)	



	15
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	CSO
ordinance (if funded through Supplemental	
Budget) (1 original)	
Supplemental Annual Investment Plan (AIP)	CSO
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	
Purchase Request (PR) approved by City	
Treasurer as to cash availability (1 original)	
- PR	Concerned Department/Office
- Approval	СТО
Billing (for gasoline) (1 original, 1 photocopy)	General Services Office (GSO)
Computation of GSO (for janitorial services)	GSO
(1 original)	
Utilities (Water, Electricity, Telephone,	
Mobile, Internet)	
Signed ObR (2 original)	Concerned Department/Office
Billing (1 original)	GSO
Infrastructure (one time obligation)	
Progress Payment:	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	
Purchase Order/Contract (1 original,	Concerned Department/Office
1 photocopy)	
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	



ordinance (if funded through Supplemental Budget) (1 original)	CSO
Supplemental Annual Investment Plan (AIP) with Sangguniang Panlungsod (SP) Resolution (if funded through Supplemental	CSO
Budget) (1 photocopy)	DAG
Agency Cost Estimate (1 original)	BAC
Statement of Work Accomplishment (SWA)	City Engineer's Office(CEO)/Office of the Building Official (OBO)
Certificate of Completion (1 original, 1 photocopy)	CEO/OBO
Request for Inspection (1 original, 1 photocopy)	CEO/OBO
Inspection Report (1 original, 1 photocopy)	CEO/OBO
Certificate from CPDO as to inclusion in	City Planning and Development Office (CPDO)
Land Development Investment Plan (LDIP)	
and AIP (1 original)	
Certification from City Treasurer's Office	СТО
(CTO) as to cash availability (1 original)	
Scope of Work (1 original)	BAC
2. Mobilization:	
Signed ObR (2 original)	Concerned Department/Office
Certificate of Availability of Appropriation	CBO
(CAA) (2 original, 2 photocopies)	
Purchase Order/Contract (1 original,	Concerned Department/Office
1 photocopy)	·
NOA (1 original, 1 photocopy)	Concerned Department/Office
NTP (1 original, 1 photocopy)	Concerned Department/Office
BAC Resolution (1 original, 1 photocopy)	Concerned Department/Office
Disbursement Voucher (1 original)	Concerned Department/Office
Project Proposal (1 original, 1 photocopy)	Concerned Department/Office
PPMP (2 photocopies)	Concerned Department/Office
APP (2 photocopies)	Concerned Department/Office
Distribution list (for common office supplies	·
and equipment) (1 original)	Concerned Department/Office
Supplemental Budget Appropriation	CSO
ordinance (if funded through Supplemental	
Budget) (1 original)	
Supplemental Annual Investment Plan (AIP)	CSO
with Sangguniang Panlungsod (SP)	
Resolution (if funded through Supplemental	
Budget) (1 photocopy)	
Request for Mobilization Billing Statement	CEO/OBO
approved by City Engineer (1 original,	



1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents with attached requirements to the CBO.	Receive and check completeness of documents and signatories	None	30 Minutes	NORBERTO C. DEGORIO Administrative Aide I (CBO) AMADO B. TUBOC Administrative Aide I (CBO) JOYCE ANN MARIE F. MAYOR Administrative Aide IV
2. Wait for the	Process the			(CBO)
CBO to process the submitted documents.	submitted documents.			
decamente.	2.1 Assign Receiving Control Number	None	30 Minutes	JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
	2.2 Check availability of appropriation and post in RAAO (Registry	None	30 Minutes	RESTITUTA RAQUEL E. TAN Administrative Aide IV (CBO)
	of Allotment Appropriation and Obligation).			BERNABELA C. GILBUENA Administrative Aide IV (CBO)
				VILLY T. DE LEON Administrative Aide IV (CBO)
				MARY ROSE M. BERNARDINO Administrative Aide IV (CBO)
				DIANNA P. CUTARA Administrative Aide II (CBO)



T			
			RODOLFO C. ROMERO JR. Administrative Aide IV (CBO)
			JOE MARIE P. MILAN Administrative Aide II (CBO)
			FERDINAND C. BUCU Administrative Assistant II (CBO)
			LILIBETH D. TIOSEN Administrative Assistant I (CBO)
			MYRIAM A. BALTAZAR Supervising Administrative Officer (CBO)
			MARICRIS C. CONTRERAS Administrative Assistant II (CBO)
2.3 Check and review correctness of account codes, supporting documents and charging.	None	30 Minutes	FERDINAND M. NAVEA Administrative Officer V (CBO)
2.4 Assign ObR Control Number.	None	1 Hour	For PS: VILLY T. DE LEON Administrative Aide IV (CBO)
			For MOOE: DIANNA P. CUTARA



				Administrative Aide II (CBO)
				For SEF: CHERRY LYN B. OCAMPO Administrative Aide IV (CBO)
	2.5 Final review as to correctness and completeness.	None	1 Hour	MYRIAM A. BALTAZAR Supervising Administrative Officer (CBO)
	2.6 Record in consolidation RAAO.	None	1 Hour	RHODALYN RICA O. REYES Administrative Aide IV (CBO)
	2.7 Sign the ObR.	None	1 Day	MA. CONCHITA B. CAYANAN City Government Department Head II (CBO)
	2.8 Retain copy of documents for file reference.	None	30 Minutes	FERNANDO V. ORDIALES Administrative Aide II (CBO)
3. Claim the approved documents.	Release the approved documents.	None	30 Minutes	NORBERTO C. DEGORIO Administrative Aide I (CBO)
				AMADO B. TUBOC Administrative Aide I (CBO)
				JOYCE ANN MARIE F. MAYOR Administrative Aide IV (CBO)
	TOTAL:	None	1 Day and 6 Hours	

^{*}Based on existing Accounting, Auditing, and Budgeting Rules



14. Certifications (Pag-IBIG)

Securing certifications on Pag-IBIG premium contributions, loan payment, etc. from the City Accounting Office.

For 2017-present records:

For 2017-present record				
Office or Division:	City Accounting Office (CAcctgO) – Billing & Remittances Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:		Government Employees		
CHECKLIST OF REQU	UIREMENTS	WHERE TO SECURE		
Principal				
Duly accomplished requi	sition form			
 Requisition form 		CAcctgO		
 Data/information t 	to be indicated	Requester		
in the form				
Print-out of Employee's S	Statement of	Pag-IBIG		
Accumulated Value				
(1 photocopy)				
Print-out of Membership		Pag-IBIG		
Profile/Information				
(1 photocopy)				
Representative				
Duly accomplished requi	isition form	0.04 -: 0		
- Requisition form		CAcctgO		
- Data/information to be indicated		Person Represented		
in the form		(Requester/Document Owner)		
Authorization letter		Person Represented		
(1 original) Valid ID card of the person		(Requester/Document Owner) Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS,		
represented (Requester/		COMELEC, LTO		
Owner)	Document	COIVILLEO, LTO		
(1 original)				
Valid ID card of represer	ntative	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS,		
(1 original)		COMELEC, LTO		
Print-out of Employee's Statement of		Pag-IBIG		
Accumulated Value		· · · · · · · · · · · · · · · · · · ·		
(1 photocopy)				
Print-out of Membership		Pag-IBIG		
Profile/Information		·9		
(1 photocopy)				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and present other requirements to the City	Process the Pag-IBIG Certification: 1.1 Prepare the certification.	None	2 Days, 7 Hours and 53 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
Accounting Office- Receiving Section.	1.2 Check the certification. 1.3 Sign the certification		2 Minutes	FULGENCIO M. DARUNDAY, CPA OIC- Management and Audit Analyst V (CAcctgO)
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the certification to the client.	None	5 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
	TOTAL:	None	3 Days	

For 2013-2016 records:

	-					
Office or Division:	City Accounting	City Accounting Office (CAcctgO) – Billing & Remittances Section				
Classification:	Complex					
Type of Transaction:	G2G – Governr	nent to Government				
Who may avail:	All Pasay City C	Sovernment Employees				
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE				
Principal						
Duly accomplished requ	isition form					
 Requisition form 		CAcctgO				
 Data/information 	to be indicated	Requester				
in the form						
Print-out of Employee's Statement of		Pag-IBIG				
Accumulated Value (1 photocopy)						
Print-out of Membership		Pag-IBIG				
Profile/Information (1 ph	otocopy)	-				



Representative					
Duly Accomplished Requisition Form - Requisition Form		CAcctgO			
- Data/Informati	tion to be indicated	Person Re	presented (Reques	ter/Document Owner)	
Authorization letter (1 original)	Person Re	presented (Reques	ter/Document Owner)	
Valid ID card of the	•			st Office, PSA, SSS,	
(Requester/Docume	nt Owner)	GSIS, CON	MELEC, LTO		
(1 original) Valid ID card of repr	esentative	Pasav-LGL	J-HRMDO. BIR. Po	st Office, PSA, SSS,	
(1 original)			MELEC, LTO		
Print-out of Employe		Pag-IBIG			
Accumulated Value		Dog IDIC			
Print-out of Member Profile/Information (•	Pag-IBIG			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office-Receiving Section.	1.Process the Pag-IBIG Certification: 1.1 Prepare the certification. 1.2 Check the certification. 1.3 Sign the certification.	None	6 Days, 7 Hours and 53 Minutes 2 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO) FULGENCIO M. DARUNDAY, CPA OIC- Management and Audit Analyst V (CAcctgO)	
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the certification to the client.	None	5 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)	
	TOTAL:	None	7 Days		



For 2012 and below records:

Office or Division:		Office (CAccto	gO) – Billing & Rer	mittances Section		
Classification:	Highly Complex	21100 (0710019	jo) billing a reci	Tilitarioes Occion		
Type of Transaction	<u> </u>	G2G – Government to Government				
Who may avail:		All Pasay City Government Employees				
CHECKLIST OF F		Verninent En	WHERE TO	SECURE		
Principal	LEGOIILLIIILIII		WHERE TO	<u> </u>		
Duly accomplished re	auisition form					
- Requisition for		CAcctgO				
- Data/information	on to be indicated in	Requester				
the form		-				
Print-out of Employee		Pag-IBIG				
Accumulated Value (1						
Print-out of Membersh	•	Pag-IBIG				
Profile/Information (1	photocopy)					
Representative	and the section of					
Duly accomplished re	•	CApataO				
- Requisition for	on to be indicated in	CAcctgO	recented (Pegues	ter/Document Owner)		
the form	in to be indicated in	i erson kep	reserried (rveques	ter/Document Owner)		
Authorization letter (1 original)		Person Represented (Requester/Document Owner)				
Valid ID card of the pe		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,				
(Requester/Document		GSIS, COMELEC, LTO				
(1 original)	,		-, -			
Valid ID card of repres	sentative	Pasay-LGU-	HRMDO, BIR, Po	st Office, PSA, SSS,		
(1 original)		GSIS, COM	ELEC, LTO			
Print-out of Employee		Pag-IBIG				
Accumulated Value (1		_				
Print-out of Membersh		Pag-IBIG				
Profile/Information (1	1 7 /	EEEO TO	DD 00 COUNT	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the duly		None	19 Days,	MARICEL B. ROBLES		
accomplished	Pag-IBIG		7 Hours and	Senior Administrative		
requisition form	Certification:		53 Minutes	Assistant IV (CAcctgO)		
and present	4.4.0			(OACCIGO)		
other	1.1 Prepare the certification.					
requirements to	cerimeation.					
the City	1.2 Check the					
Accounting	certification.					
Office-	oor anoanori.					
Receiving	1.3 Sign the		2 Minutes	FULGENCIO M.		
Section.	certification.			DARUNDAY, CPA OIC-		



				Management and Audit Analyst V (CAcctgO)
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the certification to the client.	None	5 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
	TOTAL:	None	20 Days	

15. Certification/s (Philhealth)

Securing certification/s on Philhealth premium contribution, etc. from the City Accounting Office.

Office or Division:	City Accounting Office (CAcctgO) – Billing & Remittances Section				
Classification:	Simple				
Type of Transaction:		nent to Government			
Who may avail:	All Pasay City G	overnment Employees			
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE			
Principal					
Duly accomplished requ	isition form				
 Requisition form 		CAcctgO			
- Data/information	to be indicated	Requester			
in the form					
Any government ID card		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,			
(1 original)		GSIS, COMELEC, LTO			
Representative					
Duly accomplished requ	isition form				
- Requisition form		CAcctgO			
 Data/information in the form 	to be indicated	Person Represented (Requester/Document Owner)			
Authorization letter (1or	iginal)	Person Represented (Requester/Document Owner)			
Valid ID card of the person represented		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,			
(Requester/Document O (1 original)	wner)	GSIS, COMELEC, LTO			
Valid ID card of the repre (1 original)	esentative	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and present other requirements to the City	 Process the Philhealth Certification: 1.1 Prepare the Certification. 1.2 Check the certification. 	None	13 Minutes	STANLEY L. NAZARREA Administrative Aide IV (CAcctgO) MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
Accounting Office- Receiving Section.	1.3 Sign the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA OIC- Management and Audit Analyst V (CAcctgO)
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the certification to the client.	None	2 Minutes	STANLEY L. NAZARREA Administrative Aide IV (CAcctgO)
	TOTAL:	None	17 Minutes	

16. Clearance from Money and Property Accountabilites

Clearance process is a requirement imposed by the City Government on all officials and employees. The official or employee must secure clearance from money, property and work related accountabilities using a prescribed CSC form on instances like leave of absence of thirty (30) calendar days or more regardless of nature e.g. vacation, sick, maternity, study, resignation, retirement, travel. Under the Administrative Services, the Cooperative Office has been included since, the Office handles the City Government Employees Cooperative, Prime Movers MPC, and as such, officials or employees securing clearance may happen to be a member of the employees cooperative and may possibly have obligation and accountability as cooperative member.

Office or Division:	Office of the City Cooperative Officer (a.k.a. Pasay Cooperative Development Office – Pasay CDO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Officials and employees securing clearance from money and property
	accountabilities



CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE
Fully Accomplished CSC Form No. 7 (1 Original and 3 carbon copy) - CSC Form No. 7 - Information/details to be indicated in the request slip		HRMDO Official/Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to PCDO and submit the clearance form	Check if the form is properly filled up and duly signed by the person's immediate supervisor and department head. Check the purpose of the clearance.	None	2 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO)
2. Wait at the designated waiting area of the PCDO while the clearance is being assessed	2. Check if the person is a member of Prime Movers MPC and has any loan obligation.	None	5 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO) JOSELYN L. CARASIG
2.1 Listen and note the information, which will be relayed by the attending personnel from the PCDO. Provide answers on the questions, which will be addressed during this client step.	 2.1 If the purpose is transfer, retirement or resignation, notify the client at hand to settle any accountabilities, prior to exit from the service. 2.2 Settle the arrangement on how to withdraw the share capital contribution. 2.3 Stamped the name of the head of office 			Cooperative Development Specialist II (PCDO)



	and have it signed			
3. Claim the signed clearance form at the receiving area of the PCDO.	Release signed clearance to the client.	None	3 Minutes	ROWENA T. BUENAVENTURA, City Cooperative Officer I (PCDO)
				JOSELYN L. CARASIG Cooperative Development Specialist II (PCDO)
	TOTAL:	None	10 Minutes	

17. E-mail Creation (@pasay.gov.ph)

The Information and Communications Technology Office manages and creates official e-mail addresses (@pasay.gov.ph) for the City Government Departments/Offices, which is strictly for official businesses use only.

Office or Division:	Information & Comm	nunications Te	echnology Office (ICTO)		
Classification:	Simple	Simple				
Type of Transaction:	G2G – Government	to Governme	nt			
Who may avail:	All Departments/Offi	ces of Pasay	City Government			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE		
Request Letter		Requesting	department/office			
Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee Internet connection		ICTO Requesting department/office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO)		



2. Wait for the processing of the said request by the ICTO.	2. Process the request by creating the email address (@pasay.gov.ph) for the requesting department/office.	None	2 Minutes	ROBERTO M. VILLALUNA Senior Administrative Assistant I/Web Administrator (ICTO)
3. Fill out and sign the monitoring form from the ICTO re: said request.	3. Install and set-up the created email address on the end user's computer.	None	2 Minutes	ROBERTO M. VILLALUNA Senior Administrative Assistant I/Web Administrator (ICTO)
	TOTAL:	None	5 Minutes	

18. Event Documentation (video/photo/news coverage) of the Different Activities in the City particularly those Involving the City Chief Executive

City Government Departments/Offices may request for documentation of their events from the Public Information Office.

Office or Division:	Public Information O	ffice (PIO)			
Classification:	Simple				
Type of Transaction:	G2G – Government	to Governme	nt		
Who may avail:	City Government De	partments/Of	fices		
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	CURE	
Letter request (1 original)	Concerned I	Department/Office)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit a letter requesting for event documentation to the PIO. 1.1. Specify therein the kind of documentation:	Check if the scheduled activity will not conflict with the other scheduled activities of the City Mayor.	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)	
whether if it's video, or photo, or news coverage.	1.1. Verify the availability of PIO personnel	None	5 Minutes	ARIEL T. GATCHALIAN Assistant Information Officer (PIO)	



who will attend the documentation and equipment that will be used for the said activity. 1.2. Order the coverage to PIO personnel for the preparation of activity report and documentation after the activity.	None	5 Minutes	ATTY. PETER M. MANZANO City Administrator (CAdminO)
TOTAL:	None		

19. Events Risk Management Coordination

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management coordination to ensure safe and organized events within City limits.

Office or Division:	Pasay City Disaster Risk Reduction and Management Office				
	(PCDRRMO)	(PCDRRMO)			
Classification:	Simple				
Type of Transaction:	G2C – Government	t to Citizen, G2G – Government to Government			
Who may avail:	Event Organizers				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Request Letter for Coordination Meeting		Event Organizer			
(1 original)					
Final Safety and Security Plan		Event Organizer			
(1 original)					
Attendance of the Coordination Meeting with		Event Organizer			
Attached Pictures of the Meeting					
(1 original)					



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit request letter to the assigned personnel of the PCDRRMO.	Receive and check the complete details of submitted request letter:	None	8 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and
	b. Name of the letter signatory with contact number, title of the event, place/venue, date and time of the coordination meeting.			Training Division, PCDRRMO)
	1.1 Schedule the coordination meeting.			
	1.1.1 Advice the event organizer to attend the scheduled date, time and place of the coordination meeting.			
2. Return to the	2. Review the	None	1 Day	MARLON L. LOPEZ,
PCDRRMO for the submission of	presented plan			RN Local Disaster
coordination	and prepare the minutes of the			Risk Reduction
meeting report.	meeting.			Management
	–			Officer III/Chief (Operations and
2.1 Present the	2.1 Ensure that			Warning Division,
safety and security plan	the plan is aligned with			PCDRRMO)
together with	the protocols			MA. CRISTINA A.
attendance	and policies of			LUMDANG
sheet with	the City			Nursing Attendant II/Events Risk
attached pictures of the	Government and events			Management
meeting to the	venue; If not,			Coordinator
assigned	recommend for			(Operations and



personnel of	revision.			Warning Division,
PCDRRMO.	I GVISIOII.			PCDRRMO)
i obititivo.	2.2Ensure that			· · · · · · · · · · · · · · · · · ·
	the plans			
	reflect the			
	outputs,			
	arrangements			
	and			
	agreements of			
	the			
	coordination			
	meeting.			
	2.3 If no noted			
	revision,			
	document may be			
	acknowledged			
	and be stamped			
	and be stamped as			
	"RECEIVED".			
3. Submit the	3. Receive and	None	8 Minutes	MARY GRACE B.
finalized Safety	check the veracity			BERIN
and Security Plan	and completeness			Administrative Officer
and other	of submitted			II/Administrative
necessary	documents, to wit:			Services, In-Charge (Administrative and
documents to the				Training Division,
assigned	a. Final Safety and			PCDRRMO)
personnel of	Security Plan;			
PCDRRMO.	and			
	b. Minutes of the			
	Coordination			
	Meeting with			
	attached			
	attendance			
	sheet and			
	pictures.			
	3.1 Acknowledge			
	_			
	receipt of			
	documents by			
	stamping			



"RECEIVED" thereof.			
TOTAL:	None	1 Day and 16 Minutes	

Note: Duration of the Coordination Meeting varies on the type of the event

20. Events Risk Management Deployment

The Pasay City Disaster Risk Reduction and Management Office maintains a systematic events risk management deployment to ensure safe and organized events within City limits.

Office or Division:	Pasay City Disaster (PCDRRMO)	Pasay City Disaster Risk Reduction and Management Office (PCDRRMO)		
Classification:	Simple	•		
Type of Transaction:	G2C – Government	to Citizen, G20	G – Government t	o Government
Who may avail:	Event Organizer			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Request Letter for Eve (1 original)	nt Deployment	Event Organi	izer	
Final Safety and Secur	rity Plan (1 original)	Event Organi	izer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter to the assigned personnel of the PCDRRMO.	 Receive and check the completeness of submitted request letter. 	None	8 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and
308 Pasay City Hall, F. B. Harrison St., Pasay City	1.1 Check the name/title, place/venue, date and time of the event and estimated crowd of attendees			Training Division, PCDRRMO)
	1.2 Forward the submitted documents to the personnel of Operations and Warning Division			



		of the PCDRRMO.			
2.	Wait for the approval of request and preparation of deployment of PCDRRMO.	 Process the request and prepare necessary requirements. Ensure availability of resources (manpower and vehicles). Prepare the deployment forms with the approval of Department Head. Inform the team/s on their scheduled deployment. 	None	4 Hours	MARLON L. LOPEZ, RN Local Disaster Risk Reduction Management Officer III/Chief (Operations and Warning Division, PCDRRMO) MA. CRISTINA A. LUMDANG Nursing Attendant II/ Events Risk Management Coordinator (Operations and Warning Division, PCDRRMO)
3.	Acknowledge the presence of the deployed team from the PCDRRMO.	 3. Perform the following procedures: 3.1 Ensure completeness of deployment forms prior dispatch. 3.2 Check-in resources to the Event Organizers. 3.3 Ensure availability of emergency medical supplies 	None	Event Duration (varies depend on the type of event)	Team Leader (Operations and Warning Division PCDRRMO) Responders/ Deployed Personnel (Operations and Warning Division PCDRRMO)



	TOTAL:	None	4 Hours and 16 Minutes (excluding event duration)	
	4.3 Submit the accomplished after activity report with the deployment forms to the Events Risk Management Officer.			
demobilization of the emergency response team/s. 4.1 Sign the deployment forms prior the emergency response team's demobilization.	 4.1 Accomplish the After Activity Report. 4.2 Ensure deployment forms are signed by the event organizers prior demobilization. 			
4. Coordinate with the Team Leader of the deployed team/s for the	3.4 Anticipate to respond to any untoward incident which might require the services of the Office. 4. Demobilize emergency response team/s.	None	8 Minutes	Team Leader (Operations and Warning Division, PCDRRMO)
	and equipment, when needed.			

Note: Duration of the event varies on the type of the event



21. Filing of Barangay Ordinance and Resolution for Review and Approval

The Office of the Secretary to the Sangguniang Panlungsod receives Barangay Ordinance and Resolution for review and approval of the Sangguniang Panlungsod.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Highly Technical		<i>y</i>	
Type of Transaction:	G2G – Government to (Government		
Who may avail:	Barangay Officials			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
Barangay ordinance and	I resolution (1 original)	Barangay I	Hall/Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Barangay Ordinance and Resolution to the Office of the Secretary to the SP.	Receive the submitted Barangay Ordinance and Resolution	None	5 Minutes	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP)
2. Wait for the schedule for inclusion in the Agenda of SP's Regular Session and Committee hearing; and preparation of committee report on the submitted Barangay Ordinance and Resolution by the Office of the Secretary to the SP.	 Include the submitted Barangay Ordinance and Resolution to the Agenda of the Regular Session. Schedule the committee hearing to the Concerned Committee. 2.2 Prepare a committee report, subject for consideration of the Sangguniang Panlungsod. 	None	5 Working Days	RHONIEL A. PEÑA Supervising Administrative Officer (Office of the Secretary to the SP) ATTY. JASMIN KRIZA B. BALDO City Government Department Head I (Office of the Secretary to the SP)



3. Wait for inclusion in the Agenda of SP's Regular Session for approval.	3. Approve if there is no penalty or restriction involved on the submitted Barangay Ordinance or Resolution.	None	5 Working Days	DR. VOLTAIRE F. PORTUGUEZ City Government Department Head II (Office of the Secretary to the SP) Members of the Sangguniang Panlungsod
	TOTAL:	None	10 Working	
			Days, and	
			5 Minutes	

NOTE:

22. Filing of Leave Applications (For 11 or More Applications)

City Government employees are entitled to vacation and sick leave. Employees accumulate 1.25 leave credits each for vacation and sick leave every month. Actual leave applications are deducted from these leave credits. For sick leave, the application must be filed immediately after the employee returns to work. Leave applications are being processed at the Human Resource Management and Development Office.

Office or Division:		Human Resource	e Manageme	nt and Developme	ent Office (HRMDO)
Classification:		Simple			
Type of Transaction	on:	G2G- Governme	ent to Governi	ment	
Who may avail:		Employee/s of the City Government, Liaison Officer/s			ficer/s
CHECKLIST OF	REQ	UIREMENTS		WHERE TO S	SECURE
Pre-Accomplished I form/s (2 original fo			Concerned Department or Office		
	Leave Application/s Transmittal Form or Endorsement (1 original)		Concerned Department or Office		
CLIENT STEPS	AGE	ENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement together with the leave application/s to the Frontline Service Section of the	Receive and record the endorsed leave application/s.		None	7 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)

^{*}Regular Session conducted once a week.



	1			
HRMDO.				FE M. PANTOJA Administrative Aide I (HRMDO)
				LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Wait for the leave application/s to be processed by	2. Process the leave application/s.	None	1 Hour	ISAH GRACE B. CABRERA Administrative Officer II (HRMDO)
the HRMDO Attendance and Leave Monitoring Section.				KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO)
				BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO)
				SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)
				FE M. PANTOJA Administrative Aide I (HRMDO)
				MICHAEL M. SANTIAGO Administrative Aide I (HRMDO)
	2.1 Certify the leave credits of employee/s based on leave record/s. For leave applications	None	25 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO)
	exceeding 15 days and			RODELYN O. CALAPATI



foreign travel, prepare			Administrative Officer V (HRMDO)
endorsement and routing slip and forward to City Administrator' s Office.			FLEUR MAE B. FLORIDA Administrative Officer II (HRMDO)
2.2 Recommend action on the leave application/s and sign thereto.	None	1 Day and 4 Hours	Concerned Department Head/Head of Office/Officer-in-Charge (Concerned Departments/Offices)
2.3 Act on and sign the leave application/s.	None	25 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO)
			or
			ATTY. PETER M. MANZANO City Administrator/ Approving Authority for Leave Applications exceeding 15 days, and leave applications of Department Heads/Heads of Offices (City Administrator's Office)
			or
			HON. IMELDA CALIXTO RUBIANO City Mayor Approving Authority for



				Foreign Travel Leave Applications
3. Claim the acted leave application/s from the Frontline Service Section of the HRMDO.	3. Issue the acted and signed leave application/s to the client.	None	7 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA, Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
	TOTAL:	None	1 Day, 6 Hours and 4 Minutes	

23. Filing of Leave Application/s (For 1-10 Applications)

City Government employees are entitled to vacation and sick leave. Employees accumulate 1.25 leave credits each for vacation and sick leave every month. Actual leave applications are deducted from these leave credits. For sick leave, the application must be filed immediately after the employee returns to work. Leave applications are being processed at the Human Resource Management and Development Office.

Office or Division:	Human Resource Management and Development Office (HRMDO)				
Classification:	Simple	Simple			
Type of Transaction:	G2G- Governme	ent to Government			
Who may avail:	Employee/s of the	ne City Government, Liaison Officer/s			
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE			
Single Application:					
Duly accomplished requi	est slip:				
- Request Slip		HRMDO			
 Information to be indicated in the 		Applicant (Employee who intends to file leave			
Request Slip		application/s)			
Applications delivered	by Liaison				
Officer:					
Pre-Accomplished leave application		Concerned Department or Office			
form/s (2 original for each applicant)					
Leave Application/s Tran	smittal Form or	Concerned Department or Office			



Endorsement (1 ori	ginal)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip at the transaction window of the HRMDO or Submit the endorsement together with the leave application/s to the Frontline Service Section of the HRMDO.	Receive and record the leave request or the endorsed leave application/s.	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Wait for the leave application/s to be processed by the HRMDO Attendance and Leave Monitoring Section.	2. Process the leave application/s.	None	20 Minutes	ISAH GRACE B. CABRERA Administrative Officer II (HRMDO) KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO) BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide IV (HRMDO)



I			(LIDMADO)
			(HRMDO)
			MICHAEL M.
			SANTIAGO Administrative Aide I
			(HRMDO)
2.1 Certify the leave credits of employee/s based on leave record/s. For leave applications exceeding 15 days and foreign travel,	None	15 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO) RODELYN O. CALAPATI
prepare endorsement and routing			Administrative Officer V (HRMDO)
slip and forward to City Administrator's Office.			FLEUR MAE B. FLORIDA Administrative Officer II (HRMDO)
2.2 Recommend action on the leave application/s and sign thereto.	None	7 hours	Concerned Department Head/Head of Office/Officer-in-Charge (Concerned Departments/Offices)
2.3 Act on and sign the leave application/s.	None	15 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II/ Approving Authority for Leave Applications not exceeding 15 days (HRMDO)
			or
			ATTY. PETER M. MANZANO City Administrator/



3. Claim the acted leave application/s from the Frontline Service Section of the HRMDO.	3. Issue the acted and signed leave application/s to the client.	None	5 Minutes	Approving Authority for Leave Applications exceeding 15 days, and leave applications of Department Heads/Heads of Offices (City Administrator's Office) or HON. IMELDA CALIXTO RUBIANO City Mayor Approving Authority for Foreign Travel Leave Applications BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I
	TOTAL:	None	1 Day	(HRMDO)

24. Information Dissemination

The Liga ng mga Barangay (LIGA) Office disseminates information which affects all barangays for their immediate attention and concerns using electronic or other means.

Office or Division:	Liga ng mga Barangay (LIGA) Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Public Information Officers of City Mayor's Office, DILG Pasay City Field
	Office, Pasay City Barangay Bureau (PCBB) and Barangays of the City of
	Pasay



CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE
Barangay-related me	emorandum (1 original)	City Mayor's Office, DILG, PCBB, Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit barangay- related memorandum at the Receiving Section of Liga ng mga Barangay (LIGA) Office	Acknowledge the submission of barangay-related memorandum and return receiving copy to client	None	5 Minutes	ANTONETTE M. EMATA Administrative Aide I (LIGA Office)
2. Get the receiving copy of the memorandum at the Liga ng mga Barangay (LIGA) Office and sign the logbook upon receipt thereof	2. Disseminate memorandum to concerned barangay/s and keep a copy for file reference	None	1 Day	ANTONETTE M. EMATA Administrative Aide I (LIGA Office)
	TOTAL:	None	1 Day, 5 Minutes	

25. Inspection of Deliveries

General Services Office takes charge in the inspection of all deliveries of various PPAs as requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments/Offices of the City Government and National Government			
	Agencies assigned in the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Inspection (1 original)		Requesting Department/Office		
Obligation Request (1 original)		Requesting Department/Office		
Waste Materials Report (If project is		Requesting Department/Office		



Repair) (1original)					
Certificate of Satisfactory Performance (for		Requesting Department/Office			
Services) (2 original)					
Property Acknowledge		Re	equesting De	partment/Office	
(for equipment) (1 pho					
Requisition and Issue	,	Re	equesting De	partment/Office	
Custodian Slip (ICS) (1					
Post-Activity Report/At (1 original)	tendance/Pictures	Re	equesting Dep	partment/Office	
CLIENT STEPS	AGENCY ACTIONS	S	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
Submit complete requirements to GSO.	1. Conduct inspection throug physical counting and/or testing of the delivered items and verification of the relative documents. 1.1 Prepare the Report of Inspection.		None	2 Days 15 Minutes 5 Minutes	ALLAIN EDBERT A. VELASCO Administrative Officer IV/Property Inspector (GSO) EVELYN G. ALEGRE Administrative Officer III /Property Inspector (GSO) JEANNE A. MASOLA Administrative Officer III /Property Inspector
	1.2 Approve the Report of Inspection.	L:	None	2 Days and 20 Minutes	(GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)

26. Issuance of Certification of No Pending Administrative Case

Securing Certification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for bank loans, separation benefits and other related purposes.

Office or Division:	City Legal Office (CLO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the City Government who are applying for bank loans,
	separation benefits and other related purposes.



CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE
Duly accomplished re				
(1 original)	1			
- Request Form		City Legal Office		
•	dicated in the form	Requesting Pa		
Duly accomplished Cl	earance Form	1	•	
(1 photocopy)				
- Clearance Forr	n	City Legal Offi	ice	
 Details to be in 	dicated in the form	Requesting Pa	arty	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
OLILIAI SILI S	ACTIONS	BE PAID	TIME	RESPONSIBLE
 Submit the duly 	1. Receive and	None	2 Minutes	MARVIE B.
accomplished	check the			CHENG
request form to	completeness			Administrative
the Receiving/	of request form			Aide I (CLO)
Releasing Staff	and the			(CLO)
of the CLO.	submitted			MARICEL C.
	requirements.			MILLAR
				Administrative
				Aide I
				(CLO)
				AIZA C. OTIDA
				Administrative
				Aide I
				(CLO)
2. Wait for the	2. Verify if the	None	5 Minutes	MITZIE T.
order of payment	requesting			ALVARADO
to be issued at	party is			Administrative
the CLO.	included in the			Aide VI
	lists of			(CLO)
	employees			GEOVANI S. DE
	with pending			LA TORRE
	administrative			Administrative
	case, then			Aide IV
	issue order of			(CLO)
	payment.			MADICELO
	раутнети.			MARICEL C. MILLAR
				Administrative
				Administrative Aide I
				(CLO)
				, ,
				AIZA C. OTIDA
				Administrative
				Aide I



				(CLO)
3. Pay the required fee to the City Treasurer's Office (CTO)	3. Receive payment and issue Official Receipt (OR) to the client.	PHP 100	5 Minutes	Teller (CTO)
4. Submit the OR to Frontline Service Section of CLO.	4. Check the OR and prepare the requested Certification.	None	8 Minutes	MITZIE T. ALVARADO Administrative Aide VI (CLO) GEOVANI S. DE LA TORRE Administrative Aide IV (CLO)
	4.1 Review, check and sign the prepared certification.			ATTY. SEVERO C. MADRONA JR. City Legal Officer II (CLO)
5. Claim the requested certification at the CLO.	5. Release the certification to the requesting party then keep the receiving copy for future file/reference.	None	5 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO)
	TOTAL:	PHP 100	25 Minutes	

27. Issuance of Certified True Copy of BIR Form 2316 (Certificate of Compensation Payment /Tax Withheld for Compensation Payment With or Without Tax Withheld)

Securing Certified True Copy of BIR Form 2316 from the City Accounting Office.

Office or Division:	City Accounting Office (CAcctgO) – Billing & Remittances Section
Classification:	Simple



Type of Transaction: G2G – Government to Government							
Who may avail:		Government Em	ployees (including				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE			
Principal							
Duly accomplished requisition form - Requisition form - Data/information to be indicated in the form		CAcctgO Requester					
Tax Identification Nu	mber (TIN)	Bureau of Inter	nal Revenue (BIF	R)			
Community Tax Cert (1 photocopy)	ificate	City Treasurer'	s Office (CTO)				
Representative							
Duly accomplished re - Requisition for contraction in the form	-	CAcctgO ted Person Represented (Requester/Document Owner)					
Authorization letter o (1 original)	r letter request	Person Repres	sented (Requester	r/Document Owner)			
Any government ID of represented (Request Owner) (1 original)	-	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS, GSIS, COMELEC, LTO					
Any government ID o		,		Office, PSA, SSS, GSIS,			
Representative (1 ori	•	BIR					
Tax Identification Nu person represented (Requester/Documer	, ,	DIK					
Community Tax Cert		СТО					
person represented (Requester/Documer (1 photocopy)							
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE					
1. Submit the duly accomplished requisition form and present other requirements to the City Accounting Office- Receiving	 Process the Certified True Copy (CTC) of BIR form 2316. Retrieve, Photocopy and Stamp CTC on the 	None	6 Minutes	JEANNETTE A. CASTILLANO Administrative Assistant IV (CAcctgO)			



Section.	previously issued BIR Form 2316. 1.2 Sign the CTC stamped portion.		2 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
2. Claim the requested document from the City Accounting Office-Releasing Section.	2. Release the CTC of BIR Form 2316 to the client.	None	2 Minutes	JEANNETTE A. CASTILLANO Administrative Assistant IV (CAcctgO)
	TOTAL:	None	10 Minutes	

28. Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of Employment and Compensation (CEC), and Other Personnel Records

Current and former employees of the City Government may file request to the Human Resource Management and Development Office for copies of their service records, certificates of employment and other personnel records.

Office or Division:	Human Resource Management and Development Office				
	(HRMDO)	•			
Classification:	Simple				
Type of Transaction:	G2C-Governm	ent to Citizen			
Who may avail:		ormer Employees of the City Government			
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE			
Principal					
Request Slip		HRMDO			
Representative					
Authorization Letter (1 photo	осору)	Person Represented (Principal/Document Owner)			
Any Government Issued Ide	entification Card	PCG-HRMDO (for active employees), BIR, Post			
of the person represented (1 photocopy)		Office, PSA, SSS, GSIS, COMELEC, LTO			
Any Government Issued Identification Card		BIR, Post Office, PSA, SSS, GSIS, COMELEC,			
of the Representative		LTO			
(1 photocopy)					



Request Slip		HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request slip, and once finished, submit it to the HRMDO Frontline Service Section.	Receive the accomplished request slip, and issue order of payment.	None	3 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Proceed to the City Treasurer's Office (CTO) and pay the necessary fee.	2. Issue Official Receipt (OR) to the client based on the submitted order of payment.	PHP 40	5 Minutes	TELLER, (CTO)
3. Present the OR to the Frontline Service Personnel of the HRMDO.	3. Process the requested document.	None	15 Minutes	For SR/CE/CEC/ Preparation: MATHEW T. DEL ROSARIO Senior Administrative Assistant II (HRMDO) ROSCHELLE O. JAVIER Administrative Assistant II (HRMDO) For Personnel Records Certification



				Preparation:
				ILUMINADA R. ANY Senior Administrative Assistant VI (HRMDO)
				MARLON H. MANALO Administrative Assistant V (HRMDO)
				ROEL C. CASTRO Administrative Assistant IV (HRMDO)
				ROMANO R. EUSEBIO Administrative Assistant I (HRMDO)
	3.1 Sign the requested document.		5 Minutes	ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
4. Claim the requested document from the HRMDO Frontline	4. Issue the requested document to the client.	None	2 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO)
Services Section				SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)
				FE M. PANTOJA Administrative Aide I (HRMDO)



			LANI R. IMPERIAL
			Administrative Aide I
			(HRMDO)
TOTAL:	PHP 40	30 Minutes	

29. Issuance of Special Events Permit

Special events permit are required for (1) any planned activity which is conducted in whole or in part on public property or on public right-of-way or easement that involves the use of public property not in its normal and ordinary use, or (2) any activity in public or private property which may have an impact on city services, resources, neighborhoods, business; which would have a direct and significant impact on ordinary traffic congestion or traffic flow to and from the event over public streets or right-of-way near the event; or which would significantly affect the need of city-provided emergency services such as police, fire safety, or medical aid.

The City Government reserves the right to determine if an application for a special permit should be granted.

Office or Division:	City Administrator' Clearance Section	ministrator's Office (ADMIN) Operations Division - Permits and				
Classification:	Simple					
Type of Transaction:	G2C – Governmer	ernment to Citizen, G2B – Government to Business, ernment to Government				
Who may avail:	Event's Organizers	S				
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE				
Principal						
Letter request from the Org event (1 original)	anizer prior to the	Organizer				
Valid government issued ID (1 photocopy)	card	Post Office, DFA, PSA, SSS, Pag-IBIG, LTO, COMELEC				
Certification of Lessor of Ve (Event Certificate) (1 photo		Venue				
Company Profile/List of Off SEC Registration of Organi Information Sheet of Organ (1 photocopy)	zer/Latest General	Organizer				
PNP Security Plan with Contingency and Mass Casualty Plan (1 original)		Philippine National Police (PNP)				
Fire Clearance (1 photocop		Bureau of Fire Protection (BFP)				
Certification from Structural Engineer for the safety of stage set up (1 original)		Structural Engineer				
Permit (For Parades, Motor and the like) (1 photocopy) PRA permit (MOA area),	cades, Fun Runs,	Philippine Reclamation Authority (PRA)				



(000			(4 5) "	(OOD)
CCP permit (CCP area),	lavand and National	Cultural Center of the Philippines (CCP) Metro Manila Development Authority (MMDA)		
MMDA permit (Roxas Bo	ulevard and National		•	nority (IVIIVIDA)
Highways)		SM Mall of Asi	a (SM MOA)	
SM Mall of Asia permit				
List of booth, exhibitors,	and concessionaires	Organizer		
(1 original)		<u> </u>		0(() (DDL 0)
Food concessionaires' be	usiness permit	Business Pern	nit and Licensing	Office (BPLO)
(1 photocopy)				
Representative				
SPA or Secretary's Certi	ficate (1 original	Person Repres	sented (Organize	er)
copy)				
Valid government issued	ID card of the		FA, PSA, SSS, P	ag-Ibig, LTO,
organizer (1 photocopy)		COMELEC		
Valid government issued			FA, PSA, SSS, P	ag-Ibig, LTO,
representative (1 photoc		COMELEC		
Certification of Lessor of		Venue		
(Event Certificate) (1 pho				
Company Profile/List of 0	Officers/ Certificate of	Organizer		
SEC Registration of Orga	anizer/Latest General			
Information Sheet of Organizer (1 photocopy)				
PNP Security Plan with 0	Contingency and	PNP		
Mass Casualty Plan (1 o	riginal)			
Fire Clearance (1 photoc	сору)	BFP		
Certification from Structu	ral Engineer for the	Structural Eng	ineer	
safety of stage set up (1	original)			
Permit (For Parades, Mo	torcades, Fun Runs,			
and the like) (1 photocop				
PRA permit (MOA area),	• /	Philippine Rec	lamation Authori	ty (PRA)
CCP permit (CCP area),		Cultural Center of the Philippines (CCP)		
MMDA permit (Roxas Bo		Metro Manila Development Authority (MMDA)		
Highways)			1	, ,
SM Mall of Asia permit		SM Mall of Asia (SM MOA)		
List of booth, exhibitors,	and concessionaires	Organizer	- /	
(1 original)		g		
Food concessionaires' be	usiness permit	BPLO		
(1 photocopy)	aciiicoo poiiiiit	J. 20		
	AGENCY		PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	FEES TO BE PAID	G TIME	RESPONSIBLE
Submit letter request	Receive and	None	2 Minutes	ELEONOR M. DELA
for Special Event's	record the letter			ROSA
permit, addressed to	and set a			Administrative Aide I
the City Mayor,	schedule for			(ADMIN)
together with all the				
necessary	coordination			
requirements to the				



	Permits and Clearances Section of the ADMIN.	meeting.			
2.	Attend the Coordination Meeting with BFP, PNP, DRRM, and TPMO at the ADMIN, and facilitate ocular inspection of the venue.	2. Discuss requirements in compliance with the permit application.	None	30 Minutes	MICHAEL ANGELO R. RAMOS Nurse I (ADMIN) BFP, PNP, DRRM, PTPMO, Events Coordinator and Venue Representatives
3.	Submit complete documentary requirements to the ADMIN.	Issue Order of Payment.	None	3 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
4.	Proceed to the City Treasurer's Office (CTO) for assessment and payment of the necessary fees.	4. Compute necessary fees and amusement tax and issue Official Receipt (OR) to the client.	MP +GF + AT + RF + EF = N (Please refer to the schedule of fees below.)	5 Minutes	Cashier (CTO)
5.	Present the OR as proof of payment, and secure the Special Events Permit from the ADMIN.	5. Issue the Special Events Permit to the client.	None	5 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
6.	Claim the Mayor's Clearance from the Receiving Section of the ADMIN.	6. Release the approved and signed Permit to the client.	None	2 Minutes	ELEONOR M. DELA ROSA Administrative Aide I (ADMIN)
		TOTAL:	*MP +GF + AT + RF + EF = N	47 Minutes	



*Legend:

MP (Mayor's Permit) + **GF** (Garbage Fee) + **AT** (Amusement Tax) + **RF** (Rally/Parade Fee) + **EF** (Exhibitor's Fee) = **N** (Total Fees)

Schedule of Regulatory Fees

- Special Permit PHP 3,000/Day
- Garbage Fee PHP 1,500/Day (indoor)
 PHP 3,000/Day (outdoor)
- Amusement Tax for Concert/Live Shows: Local and Foreign -5% of the Gross Sales based on the ticket sales
- Fun Run/Motorcade/ Parade/Rally and the like PHP 6,000/day
- Exhibitor's Fee PHP 300/booth

30. Issuance of Travel Authority for Seminars and Trainings

The Office of the City Vice Mayor issues Travel Authority for Official Purpose for employees of the City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City \	/ice Mayor (OC	VM)	
Classification:	Simple	Simple		
Type of Transaction:	G2G – Governmer	G2G – Government to Government		
Who may avail:	Employees of the	Employees of the Legislative Department		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
For Travel Authority	for Seminars and			
Trainings:				
•	stating duration and	Concerned En	nployee	
destination (1 o				
- Invitation to atte		Learning Serv	ice Provider	
Seminar/Training (1 original)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
4 Culomit	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Evaluate the	None	7 Hours	
requirements to the	requirements		55 Minutes	
Administrative	and prepare the			
Section of the	Travel Authority.			
OCVM for evaluation.	1.1 Forward the Travel Authority to the Vice Mayor for his	None		MA. CELESTE D. ARGUELLES Administrative Officer V (OCVM)



		signature.			
2	Claim the approved Travel Authority from the OCVM.	Release the approved Travel Authority to the requesting party.	None	5 Minutes	ROMMEL M. TORRES Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I (OCVM)
		TOTAL	None	1 Day	

31. Maintenance of ICT Equipment (Hardware and Software)

The Information and Communications Technology Office serves as the service bureau in the maintenance of the I.T. Software and Hardware Equipment, such as virus removal, application software installation and maintenance of all automated systems, structured network cabling, hardware troubleshooting and preventive maintenance.

Office or Division:	Information & Com	Information & Communications Technology Office (ICTO)		
Classification:	Simple	Simple		
Type of Transaction:	G2G – Governmen	G2G – Government to Government		
Who may avail:		All Departments/Offices of Pasay City Government		
CHECKLIST OF F	REQUIREMENTS	'	WHERE TO SEC	URE
Request Letter or		Requesting d	epartment/office	
Duly Accomplished re - Request Form - Information of t signature of the	1 original) he request and		epartment/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the	1. Accept and	None	1 Minute	CLAIRE S.
request letter or	acknowledge the			SANTOS
submit the duly	request			Data Controller II/
accomplished	letter/form; and			Front Desk Officer
request form to	forward the same			(ICTO)



the ICTO.	to the concerned ICTO personnel for appropriate action.			
Wait for the processing of the said request by the ICTO.	2. Assign personnel from the Technical Support Section to perform troubleshooting.	None	1 Minute	TERESITA T. ESPIRITU Information Technology Officer I/ Administrative Support Section (ICTO)
3. Follow-up the completion of processing of request.	3. Perform troubleshooting for hard/software problems by checking the condition of the IT equipment (like CPU, printer), addressing the network and internet problem, and automated systems error.	None	27 Minutes	FELIX M. AQUINO JR. Administrative Assistant I /Technical Support Section (ICTO) or Other ICTO Technical Personnel/ Technical Support Section (ICTO)
4. Fill out and sign the monitoring form from the ICTO re: said request.	4. Sign the monitoring form upon completion of task assignment pertaining to client's request.	None	1 Minute	FELIX M. AQUINO JR. Administrative Assistant I /Technical Support Section (ICTO) or Other ICTO Technical Personnel/ Technical Support



			Section (ICTO)
TOTAL:	None	30 Minutes	

32. Manpower Assistance during Special Events

The Public Order and Safety Unit provide manpower assistance during conduct special events, disaster or calamities.

Office or Division:	Public Order and	Public Order and Safety Unit (POSU)		
Classification:	Simple			
Type of Transaction:	G2G – Governme	nt to Governr	ment and G2C - 0	Government to Citizen
Who may avail:		y Government Offices/Departments		
CHECKLIST OF F	REQUIREMENTS		WHERE TO S	SECURE
Approved written requ	· / / · · · /	City Mayor's		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved written request to POSU receiving section.	Receive the approved written request.	None	2 Minutes	ROWENA P. CANLAS Administrative Aide IV (POSU) SAMARITA B. MARIANO Security Guard I (POSU)
2. Discuss with the assigned POSU personnel the details of request such as manpower assistance needed in the conduct special events, disaster or calamities.	 Note the details of request and confirm the extension of manpower assistance. Meet the POSU Security Team for their deployment after providing instructions on their task assignment/s. 	None	58 Minutes	ROBERTO A. GONZAGA Security Agent II (POSU Operations Team/Task Force) NOEL M. SAURA Security Officer II/ Officer-in-Charge (POSU)
	TOTAL:	None	1 Hour	



33. Network Access for Pasay Domain (With or Without Internet)

The Information and Communications Technology Office provides network access for Pasay Domain (with or without internet) for City Government departments/offices.

Office or Division:	Information & Cor	mmunications -	Technology Office	(ICTO)
Classification:	Simple			
Type of Transaction:	G2G – Governme	ent to Governm	ent	
Who may avail:	All Departments/0	Offices of Pasa		
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SEC	CURE
Request Letter or		Requesting d	epartment/office	
Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee			epartment/office	
Local Area Network	1 0 1 2	ICTO		
UTP cable (length depe of the PC from the patc	n panel)		epartment/office	
RJ45 connector (2 piec			epartment/office	DED 0 0 11
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO)
2. Wait for the processing of the said request by the ICTO.	2. Process the request by creating network user account for Pasay Domain (with/without internet) for the	None	3 Minutes	JULIUS V. GARACHICO Computer Programmer III/ Network Administrator (ICTO)



	requesting department/ office.			
3. Follow-up status of your request at the ICTO.	3. Inform the contact person from the concerned office/ department of the action taken with regard to the said request.	None	1 Minute	JULIUS V. GARACHICO Computer Programmer III/ Network Administrator (ICTO)
	TOTAL:	None	3 Minutes	

34. Payment of Community Tax Certificate (CTC)

Individuals who are residents of Pasay City should pay at the City Treasurer's Office the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area.

Office or Division:	City Treasurer's O	City Treasurer's Office (CTO)			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen;	G2G – Governme	ent to Government;	
	G2B – Governmer	nt to Busines	S		
Who may avail:	18 Years Old & ab	18 Years Old & above			
CHECKLIST OF F	REQUIREMENTS		WHERE TO	SECURE	
Duly Accomplished Co	ommunity Tax				
Certificate Form:					
 Community Ce 	rtificate Tax Form	СТО			
 Details of the F 	orm	Client who is 18 years old and above			
Government issued Id	lentification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG,			
(1 original)		LTO			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLILINI SILI S	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit duly	 Collect payment 	Please	5 Minutes	Business Tax Tellers	
accomplished	and issue	refer to		5-12	
CTC form to the	Community Tax	the		(CTO)	
assigned teller at	Certificate	comput-			
the CTO	(CTC).	ation			
payment		below			
counter, and pay					



the fees due.			
	TOTAL:	5 Minutes	

DATE OF ISSUANCE	CEDULA (CTC) UNEMPLOYED
JANUARY	PHP 20.00
FEBRUARY	PHP 20.00
MARCH	PHP 21.20
APRIL	PHP 21.60
MAY	PHP 22.00
JUNE	PHP 22.40
JULY	PHP 22.80
AUGUST	PHP 23.20
SEPTEMBER	PHP 23.60
OCTOBER	PHP 24.00
NOVEMBER	PHP 24.40
DECEMBER	PHP 24.80

COMMUNITY TAX CERTIFICATE (EMPLOYED) – Annual basic tax of PHP 5.00 plus PHP 1.00 for every PHP 1,000.00, but in no case shall the additional tax exceed PHP 5,000.00

COMMUNITY TAX CERTIFICATE (CORPORATION) – Annual community tax of PHP 500.00 and annual additional tax of PHP 2.00 for every PHP 5,000.00 of gross receipts or earnings. Additional community tax shall not exceed PHP 10,000.00.

35. Payment of Occupational/Professional Tax Receipt

Individuals who are exercising their profession within the jurisdictional area of Pasay City should pay at the City Treasurer's Office the necessary dues arising therefrom.

Office or Division:	City Treasurer's Office (CTO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government,



	G2B – Government to Business				
Who may avail: All Licensed Profes		essionals			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
New:					
Professional License (1 Original)		Professional Regulation Commission (PRC)/ Integrated Bar of the Philippines (IBP)			
Renewal:					
Previously issued office (1 Original)	cial receipt	Licensed P	Licensed Professional		
Professional License (Original)			al Regulation Com Bar of the Philippi		
TAXPAYER STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present Professional License and previously issued official receipt for the prior year to the assigned teller at the CTO payment counter, and pay the fees due.	Issue Occupational/ Professional Tax Receipt to the taxpayer.	Please refer to the table of fees below	5 Minutes	Business Tax Tellers 5-12 (CTO)	
	TOTAL:		5 Minutes		

DATE OF ISSUANCE	OCCUPATIONAL TAX (PTR)
JANUARY	PHP 300.00
FEBRUARY	PHP 390.00
MARCH	PHP 397.50
APRIL	PHP 405.00
MAY	PHP 412.50
JUNE	PHP 420.00
JULY	PHP 427.50



AUGUST	PHP 435.00
SEPTEMBER	PHP 442.50
OCTOBER	PHP 450.00
NOVEMBER	PHP 457.50
DECEMBER	PHP 465.00

36. Payroll Transactions

City Accounting Office process/checks supporting documents for payroll transactions.

Office or Division:	City Accounting Office (City Accounting Office (CAcctgO) – Pre-Audit Section		
Classification:	Simple	Simple		
Type of Transaction:	G2G – Government to 0	G2G – Government to Government		
Who may avail:	All Pasay City Governm Government Agencies (ent Departments/Offices & related National NGAs)	
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE		
Payroll Sheets (1 original	nal)	Human Resource Management and Development Office (HRMDO)		
Obligation Request (1	original)	City Budge	t Office (CBO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents to the City Accounting Office-Receiving Section.	1. Check the completeness of submitted requirements; stamp "received" thereof; and record it on the logbook.	None	2 Minutes	MARIA REMEDIOS L. GARDINER Administrative Aide II/ Pre-Audit Staff (CAcctgO)
2. Wait for the submitted documents to be completely processed by the City Accounting Office.	2. Process/check supporting documents of payroll transactions: 2.1 Check the accuracy of the amount claimed;	None	*(please take note of your queuing number for estimated time of documents processing)	GLADYS A. PONTILLAS Administrative Assistant II/Pre-Audit Staff (CAcctgO) or STEPHEN M. SAMSON Administrative Aide IV/ Pre-Audit Staff (CAcctgO)



2.2 Review the p sheet/docum 2.3 Sign the pay sheet/docum and	
sheet/docum	
and	
3. Follow up status of your submitted documents at the City Accounting Office. a. For Offices use Legislative Department - Office of the Mayor b. For Offices use Executive Department - Administrator Office. 3.1 Advice the clies that the submindocuments have been processed checked and forwarded to the office the concerned authority.	ts to: Inder I
TC	

Note: All Disbursement Vouchers (DV's) which lack the necessary supporting documents will be returned immediately to the bearer or to the concerned office by the Pre-Audit Section of the CAcctgO.



37. Philippines Veterans Bank Loan Applications

The Human Resource Management and Development Office evaluates and processes the documentary requirements submitted by Permanent Employees for Veterans Bank Loan Applications.

Office or Division:	Human Resource Management and Development Office (HRMDO)		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Permanent Employees of the City Government who would like to apply for		
	Veterans Bank Loan Applications		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished Sala			
Forms and Account Ope	ning Forms		
(1 original)			
Forms		HRMDO	
Details to be indicated		Borrower (Employee)	
Promissory Note (3 phot	ocopies of	HRMDO	
Disclosure Statement)			
Duly Accomplished and		HRMDO	
Assignment of Wages ar	nd Benefits		
(1 original)	1 . /A! . ! IV	LIDMDO	
Customer Information Fil		HRMDO	
PhP1,000.00 maintaining/initial deposit for		Borrower (Employee)	
opening of savings acco		Darrawar (Franksysa)	
Signed letter from the bo		Borrower (Employee)	
hold his/her savings acco			
amount of PhP 1,000.00 Latest Payslips for the la		HRMDO	
by HR Personnel (1 origi		City Accounting Office (CAcctgO)	
Latest Income Tax Return of BIR Form 2316 (1 original)			
Cedula (1 photocopy)		City Treasurer's Office (CTO)	
Any valid/Government Issued Identification		, ,	
Card (2 original, 2 photocopies with 3		PCG-HRMDO, BIR, Post Office, PSA, SSS, GSIS,	
specimen signatures)		COMELEC, LTO	
Certificate of Employment with		HRMDO	
Compensation (1 original)			
Slip re: Existing Leave Credits (1 original)		HRMDO	
Service Record (1 original)		HRMDO	
Fiscal Clearance (1 original)		City Prosecutor's Office (CPO)	



Legal Clearance (1 or	idinal)	City Legal Office	(CLO)	
Legal Clearance (1 original) 1x1 picture (4 pieces)		City Legal Office (CLO) Borrower (Employee)		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the documentary requirements to the HRMDO Frontline Service Section.	Evaluate the completeness of the submitted documents.	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2. Wait for the processing of the documents regarding your loan application.	2. Process the documents regarding the loan application. 2.1 Sign the	None	10 Minutes 10 Minutes	KESCIA ANN A. LAURETA Administrative Officer IV, (HRMD, HRMDO)
	2.1 Sign the loan application form.	None	10 Minutes	S. SEVILLA, City Government Department Head II, (HRMDO)
3. Claim your processed documents from the HRMDO.	3. Briefly orient the borrower on the procedures that will be undertaken in the processing of his/her loan application by the Philippine Veteran's Bank (PVB).	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI (HRMDO)



3.1 Release the processed documents to the borrower and advise him/her to submit the same to the PVB-Pasay Branch for the completion of action with regard to his/her loan application.	None	30 Minutes	FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
IOTAL:	inone	30 Minutes	

38. Processing and Checking of Disbursement Vouchers & Liquidation Reports

Processing and checking of supporting documents attached to the disbursement vouchers (DVs) and liquidation reports (LRs) of various City Government transactions.

Office or Division:	City Accounting Of	ffice (CAcctgO) – Pre-Audit Section
Classification:	Simple	
Type of Transaction:	G2G – Governmer	nt to Government
Who may avail:	All Pasay City Government Offices & related National Government	
Willo Illay avall.	Agencies (NGAs)	
CHECKLIST OF REQU	REMENTS	WHERE TO SECURE
FOR INFRASTRUCTUR	RE ASSETS	
Mobilization / 1st Part	ial Payment	
Obligation Request (1	original)	City Budget Office (CBO)
Billing Statement/Request for Payment		Supplier/contractor
(1 original)		
Guarantee Bond for mobilization amount		Supplier/Contractor
(1 original)		Supplier/ Contractor
Pictures – before the construction		Implementing Department/Office
(1 original)		
Promissory Note (for projects under bank		City Administrator's Office (ADMIN)/City Mayor's
loan) (1 original)		Office (CMO)
Computation of loan amount released		Bank
(for projects under bank loan) (1 original)		
Index of Payments (1	copy)	CAcctgO
Notice to Proceed (1 original)		Bids and Awards Committee (BAC)



witnesses) (1 original) Performance Bond and OR (Cash – 5% / Bank Guarantee – 10% / Surety Bond – 30% of CP) (1 original) BAC Supplier/Contractor	
Bank Guarantee – 10% / Surety Bond – Supplier/Contractor	
Ridder's bond of competing contractor	
and OR (1 original) Supplier/Contractor	
Notice of Award by the CM (1 original) BAC	
BAC Resolution recommending the BAC	
award to a certain bidder (1 original)	
Abstract of Bids (1 original) BAC	
BID proposal and detailed cost estimate (1 original) Supplier/Contractor	
Financial Evaluation/Post-Qualification	
Report – (1 certified true copy) (4 artistical)	
(1 original)	
Bidders Bond and OR/BID – securing declaration – winning bidder (1 original) Supplier/Contractor	
Eligibility documents (1 original) Competing Bidders	
Program of Work and Detailed Estimates General Services Office (GSO)	
- Cash Flow (1 original) Supplier/Contractor	
- Detailed ABC / agency cost estimate	g
(1 original) Official (OBO)	
Construction Schedule and S-curve CEO/OBO	
(1 original)	
Copy of the approved PERT/CPM CEO/OBO	
Network (1 original)	
Diagram and detailed computations of contract time (1 original)	
Approved Plan and Drawing	
(1 blueprint copy)	
Invitation to Rid and PhilGEPS Posting _	
(1 certified true copy) BAC	
Approved Budget for the Contract (ABC) Implementing Department/Office	
(1 original)	
Agency Cost Estimate (1 original) CEO/OBO	
Certification that the project is included in City Planning and Development Office (CPDO)	
the AIP (CPDO) (1 original)	
Certification of fund availability (CTO) City Treasurer's Office (CTO)	
(1 original) Certification from the City Engineering CEO	
Office that the project has not yet started	
(1 original)	
Tarpaulin Signboard (1 printed photo) Implementing Department/Office	



Assessed Decreases at Diag (ADD) an	
Annual Procurement Plan (APP) or Supplemental APP (1 certified copy)	Implementing Department/Office
Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA (1 photocopy)	BAC
Progress Billing (Additional	
Documentary Requirements)	
Statement of Work	
Accomplishment/Progress Billing	Contractor/Supplier
(1 original)	
Inspection Report by the Agency's	CEO
Authorized Engineer (1 original)	CLO
Request for Inspection (1 original)	Supplier/Contractor
Monthly Certificate of Payment	CEO
(1 original)	OLO
Statement of Time Elapsed and Work	CEO
Accomplished (1 original)	OLO
Pictures during the construction	Contractor
(1 original)	Contractor
Promissory Note (for projects under bank	CMO/ADMIN
loan) – (1 photocopy)	
Copy of previous paid billings	Supplier/Contractor
(1 photocopy)	• •
Contractors Affidavit on payment of	Supplier/Contractor
laborers and materials (1 original)	
Certificate of Completion (Final payment)	CEO/OBO
(1 original)	
Variation Order/Change Order/Extra	
Work Order	050/050
Justification for the need of such Change	CEO/OBO
Order or Extra Work Order by the	
procuring entity's representative/Project	
Engineer-Annex E 1.1.5a (1 original)	CEO/OBO
Report of findings and recommendation	CEO/OBO
by technical staff of procuring entity-	
Annex E1.1.5c (1 original) Approved Change Order or Extra Work	CEO/OBO
Order - Annex E 1.1.5d (1 original)	
EVENTS/PROGRAMS/MEETINGS	
Cash Advance	
Obligation Request (1 original)	СВО
Program Proposal with Budget	
(Approved by CM) (1 original)	Implementing Department/Office
Authority of accountable officer issued by	CMO



the Head of the Agency or his duly			
the Head of the Agency or his duly			
authorized representative indicating the			
maximum accountability and purpose of			
cash advance (for initial cash advance)			
(1 original)	04004=0		
Certification from the City Accountant	CACCtgO		
that previous cash advance have been			
liquidated and accounted in the books			
(1 original)			
Approved application for bond and/or			
Fidelity Bond for the year under cash	Bureau of Treasury		
accountability of P2,000.00 or more	,		
(1 original)	I manufacture on the continue of the continue		
Invitation/Notice of meeting (1 original)	Implementing Department/Office		
Liquidation Report/Reimbursement	I manufacture on the continue of the continue		
Liquidation report (1 original)	Implementing Department/Office		
OR in case of refund of excess CA	СТО		
(1 original)	Land a secretion Department (Office		
Summary of Expenses (1 original)	Implementing Department/Office		
Certificate of Acceptance (1 original)	Implementing Department/Office		
Original Billing Invoices/Official Receipts	Suppliers/Contractors		
with Details (1 original)			
Canvass from at least 3 suppliers	Suppliers/Contractors		
(1 copy each)			
Justification for Emergency Purchase	Implementing Department/Office		
(1 original)			
Contract of Agreement – Notarized	Implementing Department/Office		
(1 original) Affidavit of Undertaking/Certification on			
the Veracity of Expenses Made	Implementing Department/Office		
· ·	Implementing Department/Onice		
(1 original) Certified Report on Actual Participants			
(1 original)	Implementing Department/Office		
Post-Activity Report for			
training/conference/meeting (1 original)	Implementing Department/Office		
Disbursement Voucher (1 original)	Implementing Department/Office		
Obligation Request (OBR) (1 photocopy)	Implementing Department/Office		
Authority to Cash Advance (1 photocopy)	Implementing Department/Office		
Program Proposal (1 photocopy)	Implementing Department/Office		
Other necessary documents to support	Implementing Department/Office or as maybe		
claim of payment (1 original)	determined by the City Accounting Office		
COMMON CASH ADVANCES	actonistica by the only resourting office		
Cash Advance			
Obligation Request (1 original)	СВО		
	1		



Authority of accountable officer issued by the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original)	СМО
Certification the City Accountant that previous cash advance has been liquidated and accounted in the books (1 original)	CAcctgO
Approved application for bond and/or Fidelity Bond for the year under cash accountability of P2,000.00 or more (1 original)	Bureau of Treasury
Project Proposal (1 original)	Implementing Department/Office
Liquidation Report/Reimbursement	
Liquidation report (1 original)	Implementing Department/Office
Obligation Request (1 original)	CBO
Authority of accountable officer issued by	CMO
the Head of the Agency (1 original)	
Certification on the veracity of the expenses made (1 original)	Implementing Department/Office
Billing Invoice/Official Receipts of expenses being claimed (1 original)	Supplier/Contractor
Summary of expenses (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Other necessary documents to support	Implementing Department/Office or as maybe
claim of payment (1 original)	determined by the City Accounting Office
CASH ADVÁNCE (HONORÁRIA)	, ,
Obligation Request (1 original)	СВО
Signed payroll sheet (1 original)	Implementing Department/Office
Minutes of meeting (1 original)	Implementing Department/Office
Attendance (meeting/training) (1 original)	Implementing Department/Office
Resume (1 original/e-mail printout)	Learning Service Provider or Resource Person/s
Program activity (1 original)	Implementing Department/Office
Invitation/Notice of	
meeting/memorandum of training	Implementing Department/Office
(1 original/CTC)	
Course syllabus/Program of lectures	Leave to Control Boother B
(training) (1 photocopy)	Learning Service Provider or Resource Person/s
Office Order for their designation with	Department/Office (for government employee)
authority to collect honorarium (training)	Learning Service Provider or Resource Person/s (for
(1 original/CTC/photocopy)	private individual, if applicable)
Copy of the Letter/Invitation to Guest	Implementing Department/Office



Resource Speaker/ Persons (as	
accepted/ conformed) (1 photocopy)	
Confirmation email (1 email printout)	Learning Service Provider or Resource Person/s
Agreement (for private individual/group),	Implementing Department/Office
honoraria maybe paid at such rates as	
may be determined by the agency	
authorities concerned and by using the	
formula in DBM BC No.2007-001 as	
guides (1 original/CTC)	
Certificate of Employment and	Learning Service Provider or Resource Person/s (for
Compensation (1 email	private individual)
printout/photocopy)	
SUPPLIES/MATERIALS/EQUIPMENT	
(thru Public Bidding/Shopping)	
Obligation Request (1 original)	Implementing Department/Office approved by GSO
Request for Pre-Repair Inspection	Implementing Department/Office approved by GSO
(1 original)	
Report of Inspection (1 original)	General Services Office (GSO)
Acceptance and Inspection Report	GSO
(1 original)	
Certificate of Acceptance (1 original)	Implementing Department/Office
Sales Invoice (1 original)	Supplier/Contractor
Delivery Receipts (1 original)	Supplier/Contractor
Inventory Custodian Slip (ICS) –	GSO
(1 certified true copy)	
Property Acknowledgement Receipt	GSO
(1 certified true copy)	
Sales Warranty Certificate (1 original)	Supplier/Contractor
Requisition and Issue Slip (1 original)	GSO
Certificate of Exclusive Distributorship	Supplier/Contractor
(if applicable) (1 certified true copy)	
Purchase Order (1 original)	Implementing Department/Office
Notice of Award/Approved Contract	BAC
(1 original)	
Notice to Proceed (1 original)	BAC
BAC Resolution declaring winning bidder	BAC
(1 original)	
Abstract of Bids/Abstract of Quotations	BAC
(1 original)	
3 Quotations (1 copy)	Supplier/Contractor
Bidders Bond/Bid Securing declaration	Supplier/Contractor
(1 original)	
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office
	· · · · · · · · · · · · · · · · · · ·



Authoritisated photocopy of approved	Implementing Department/Office
Authenticated photocopy of approved	Implementing Department/Office
APP (1 copy) Invitation to Bid (1 original)	BAC
	BAC
Request for Quotation (Shopping and	BAC
Small Value Procurement) (1 original)	0 - 1 - 10 - 10 - 10 - 10 - 10 - 10 - 1
Proposal Sheet (1 original)	Supplier/Contractor
Approved Budget for the Contract	BAC
(1 original)	
Eligibility Documents (1 original)	Competing Bidders
PhilGEPS Sheet (ITB/RFQ above 50k)	BAC
(1 original)	
PhilGEPS Sheet (ITB/RFQ above 50k)	BAC
(1 original)	
Certified copy of the submitted Contract	BAC
or Purchase Order stamped "Received"	
by COA (1 photocopy)	
SERVICES /REPAIRS /REPLACEMENT	
(thru Public Bidding/Shopping)	
Obligation Request (1 original)	Implementing Department/Office
Report of Inspection (1 original)	GSO
Acceptance and Inspection Report	GSO
(1 original)	
Certification – Service Rendered	GSO
(1 original)	
Sales Invoice/Billing/Delivery Receipts	Supplier/Contractor
(1 original)	
Purchase Order (1 original)	Implementing Department/Office
Approved Contract (1 original)	BAC
Notice to Proceed (1 original)	BAC
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond (1 original)	Supplier/Contractor
Purchase Request (1 original)	Implementing Department/Office
Authenticated Photocopy of Approved	Implementing Department/Office
APP (1 original)	
Waste Materials Report	GSO
(for replacement) (1 original)	
Bid Proposal (1 original)	Supplier/Contractor
Abstract of Bids/RFQ (1 original)	BAC
Bid Bond/Bid Securing Declaration	Supplier
(1 original)	
Post Qualification Report (1 original)	BAC
Invitation to Bid (1 original)	BAC
3 Quotations (for shopping) (1 copy)	Supplier/Contractor



Request for Pre-repair Inspection	Implementing Department/Office
(1 original)	
Request for Inspection (1 original)	Implementing Department/Office
Justification (for emergency) (1 original)	Implementing Department/Office
Project Proposal (1 original)	Implementing Department/Office
Attendance (if applicable) (1 original)	Implementing Department/Office
Post-Activity Report (1 original)	Implementing Department/Office
Official Receipt (OR) and Certificate of	Supplier/Contractor
Registration (CR) – Motor vehicle	
(1 original)	
PhilGEPS Sheet (ITB/RFQ above 50k)	BAC
(1 original)	
Eligibility Documents (1 original)	Competing Bidders
Award Notice Abstract (1 original)	BAC
Certified copy of the submitted Contract	BAC
or Purchase Order stamped "Received"	
by COA (1 photocopy)	
GARBAGE COLLECTION -	
CONTRACTS	
Initial Billing	
Obligation Request (1 original)	CBO
Service Invoice / Billing (1 original)	Supplier/Contractor
Photo of Plate Nos./Body Nos. of trucks	Land Transportation Office
used in the collections of garbage	·
(Registered Plate Number)	
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services	Implementing Department/Office
rendered/validated trip tickets (1 original)	
Authenticated photocopy of Approved	Implementing Department/Office
APP (1 original)	
	Supplier/Contractor approved by Head of the
Approved notarized Contract (1 original)	Procuring Entity
Notice of Award (1 original)	BAC
BAC Resolution (1 original)	BAC
Performance Bond with OR (1 original)	Supplier/Contractor
Minutes of Pre-procurement and Pre-bid	BAC
Conference (1 original)	
Attendance to opening of bids (1 original)	BAC
Evidence of invitation to 3 observers	BAC
(1 copy)	
Bidders' Bond with OR (1 original)	Supplier/Contractor
Notice of Award (1 original)	BAC
Notice to Proceed (1 original)	BAC
Certified copy of the submitted Contract	BAC



	T
or Purchase Order stamped "Received"	
by COA (1 photocopy)	
Succeeding Billings	
Obligation Request (1 original)	CBO
Service Invoice/Billing (1 original)	Supplier/Contractor
Plate Nos./Body Nos. of trucks used in	PCENRO
the collections of garbage (Registered	
Plate Number)	
Duly accomplished trip tickets (1 original)	Supplier/Contractor
Certification of services	PCENRO
rendered/validated trip tickets (1 original)	
JOB ORDER PERSONNEL	
Initial Payroll	
Obligation Request (1 original)	CBO
Approved Payrolls (1 original)	Implementing Department/Office
Summary sheet of employment	Human Resource Management and Development
requirements signed by the Human	Office (HRMDO)
Resource Management and	
Development Office (1 original)	
Fully accomplished Personal Data Sheet	
(PDS) (1 original)	
- PDS	CSC website, HRMDO
 Information to be indicated in the PDS 	Job Order Personnel
Duly acknowledged job order contract	Implementing Department/Office
(1 original)	Implementing Department Chies
Verified accomplishment reports	Implementing Department/Office
(1 original)	mpromonant grant and a
Signed Daily Time Records (1 original)	Implementing Department/Office
Program Proposals signed by the	Implementing Department/Office
Committee on Hiring JOPs (1 original)	
Certification by the LCE/Personnel	CMO/HRMDO
Officer that the activities/services cannot	
be provided by regular or permanent	
personnel of the agency (1 original)	
Affidavit of undertaking (1 original)	Implementing Department/Office
Succeeding Payroll	
Obligation Request (1 original)	CBO
Approved payrolls (1 original)	Implementing Department/Office
Verified accomplishment reports	Implementing Department/Office
(1 original)	
Signed Daily Time Records (1 original)	Implementing Department/Office
Affidavit of undertaking (1 original)	Implementing Department/Office
TERMINAL LEAVE BENEFITS	
-	ı



Obligation Request (1 original)	Implementing Department/Office
Clearance from money, property, and	CTO, CAcctgO, CAssrO, RTC/MTC
legal accountability (1 original)	7 7 7 8 7 100 1g 3 7 10 10 10 7 17 17 17 17 17 17 17 17 17 17 17 17 1
Clearance from GSIS (1 original)	GSIS
Employees' leave card as at last date of	HRMDO
service (1 original)	THAMBO
Approved leave application (1 original)	HRMDO
Complete service record (1 original)	HRMDO
Affidavit of applicant that there is no	Claimant
pending criminal investigations or	Gamant
prosecution against him/her (RA	
No.3019) (1 original)	
Statement of Assets, Liabilities, and Net	Claimant
Worth (SALN) (1 original)	Cidinant
Certified photocopy of	HRMDO
appointment/Notice of Salary Adjustment	
(NOSA) showing the highest salary	
received if salary under the last	
appointment is not the highest	
(1 original)	
Computation of terminal leave benefits	HRMDO
duly signed/certified by the HRMDO	
Head (1 original)	
Applicant's authorization (in affidavit	Claimant
form) to deduct all financial obligations	
with the employer/agency/LGU	
(1 original)	
In case of resignation, employee's letter	HRMDO
of resignation duly accepted by the Head	
of the Agency (1 photocopy)	
Additional Requirements in case of	
death claimant:	
Death certificate authenticated by NSO	Philippine Statistics Authority (PSA)
(1 original)	
Death certificate authenticated by NSO	PSA
(1 original)	
Birth certificates of all surviving legal	PSA
heirs authenticated by NSO (1 original)	
Certificate of No Marriage (CENOMAR) if	PSA
single (1 original)	
Designation of next-of-kin (1 original)	Claimant
Waivers of rights of children 18 years old	Claimant
and above (1 original)	D O W D
Affidavit of guardianship (if claimant is	DSWD



not the biological parent and children are still minor) (1 original)			
Barangay certification (if claimant is common law wife (1 original)	Barangay Hall		
FINANCIAL ASSISTANCE - STUDENTS			
Cash Advance (New)			
Obligation Request (1 original)	СВО		
List of student-grantees certified by the			
Pasay City Barangay Bureau (PCBB)-			
OIC (certifying that the applicants met all	DODD		
the criteria for selection and are qualified	PCBB		
beneficiaries of the grant)			
(1 original)			
Necessary supporting documents:			
 Letter request (1 original) 	Parents		
 Duly Accomplished Green form 			
(1 original)			
✓ Green Form	PCBB		
✓ Information to be indicated in	Applicant		
the form			
- Barangay certificate	Barangay Hall		
(bonafide resident) (1 original)	DOMED		
 Certificate of Indigency/Eligibility (1 original) 	PSWDD		
- Voter's ID Card of student if 18 and	COMELEC		
above and/or one parent/guardian			
(1 photocopy)			
- Grades Certification (certified by	DEP-Ed or CHED Accredited		
school – ave. of 80% above or 2.5	Schools/Universities/Colleges		
college) (1 original)			
 Proof of enrolment (Certificate of 	DEP-Ed or CHED Accredited		
Registration, Official Receipt,	Schools/Universities/Colleges		
Certificate of Matriculation)			
(1 original)	DED Ed as OHED Assess Pro-L		
- Course of Curriculum (if already	DEP-Ed or CHED Accredited		
available from the school) (1 copy) Renewal	Schools/Universities/Colleges		
1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1	DODD		
Obligation Request (1 original)	PCBB		
List of student-grantees certified by the PCBB-OIC (certifying that the applicants			
met all the criteria for selection and are	PCBB		
qualified beneficiaries of the grant)	1 000		
(1 original)			
Necessary supporting documents:			
racocoodi y supporting accuments.			



 No incomplete, dropped or failing 	DEP-Ed or CHED Accredited
grades (1 copy)	Schools/Universities/Colleges
 Proof of enrolment (Certificate of 	DEP-Ed or CHED Accredited
Registration, Official Receipt,	Schools/Universities/Colleges
Certificate of Matriculation)	•
(1 original)	
- Grades (certified by school – ave. of	
80% above or 2.5 college)	DEP-Ed or CHED Accredited
(1 photocopy)	Schools/Universities/Colleges
- Course of Curriculum (if already	
available from the school)	DEP-Ed or CHED Accredited
(1 photocopy)	Schools/Universities/Colleges
FINANCIAL ASSISTANCE	- consequences and a consequence
Cash Advance	
Obligation Request (1 original)	CBO
List of payees/beneficiaries (1 copy)	Concerned Department/Office
Necessary supporting documents	Concerned Department Cine
depending on the nature of transactions:	
- Certificate of Eligibility	PSWDD/City Health Office
(PSWDD/CHO) (1 original)	Town DB/Only Ficality Office
- Barangay Certification (1 original)	Barangay Hall
- Death Certificate (1 original)	Philippine Statistics Authority
- Bills/Statement of Account	DOH Accredited Hospital
(1 copy)	DOTT/tooleanea Floophai
- ID of claimant/waiver/SPA	Claimant
(1 photocopy)	Claman
- Cash Voucher/RER (1 original)	Implementing Department/Office
` ,	Claimant
- Proof of relationship (1 photocopy)	CMO
- Letter of Authority (1 copy)	CIVIO
Reimbursement/Liquidation of Cash	
Advance/Replenishment	Implementing Department/Office
Obligation Request (1 original)	Implementing Department/Office
Copy of Cash Advance Voucher	Implementing Department/Office
(1 photocopy)	Implementing Deporture at 10tting
Certification that the expenses are	Implementing Department/Office
actually incurred (1 original)	Oth Manual Office
Authority of the accountable officer	City Mayor's Office
issued by the Head of the Agency	
(1 original)	Level and a time. Demonstrate at 1/Office
Summary list of expenses/goods	Implementing Department/Office
purchased (1 copy)	Level and a time. Demonstrate at 1/Office
List of payees/beneficiaries (1 copy)	Implementing Department/Office
Sales Invoice/Official Receipts	Supplier/Contractor
(1 original)	



Daily menu, if applicable (1 copy)	Supplier/Contractor
Certificate of Acceptance (1 original)	Implementing Department/Office
OTHER FORMS OF COMPENSATION	J 2 2 3 3 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
(Monetization)	
Obligation Request (1 original)	CBO
Approved leave application (ten days)	HRMDO
with leave credit balance certified by the	
Human Resource Management and	
Development Office (1 original)	
Request for leave covering more than	HRMDO
ten days duly approved by the Head of	
the Agency (1 original)	
For monetization of 50% or more:	
- Clinical abstract/medical procedures	DOH Accredited Hospital
to be undertaken in case of health,	
medical and hospital needs	
(1 original)	
- Barangay Certification in case of	Barangay Hall
need for financial assistance	
brought about by calamities,	
typhoon, fire, etc. (1 original) UTILITY EXPENSES	
Obligation Request (1 original)	CBO
Upildation Reduest Crondinan	I CBO
Statement of Account/Bill (for pre-audit	Supplier/Contractor
Statement of Account/Bill (for pre-audit purposes) (1 original)	
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine	Supplier/Contractor
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post	
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original)	Supplier/Contractor Supplier/Contractor
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post	Supplier/Contractor
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original)	Supplier/Contractor Supplier/Contractor
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES	Supplier/Contractor Supplier/Contractor
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF)
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original)	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO)
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO)
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO) Supplier / Contractor/Government Personnel
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original)	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO) Supplier / Contractor/Government Personnel Supplier / Contractor/Government Personnel
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original)	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO) Supplier / Contractor/Government Personnel Supplier / Contractor/Government Personnel General Services Office (GF), DepEd (SEF)
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Summary of billing (1 original)	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO) Supplier / Contractor/Government Personnel Supplier / Contractor/Government Personnel
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Self-Certification that the communication expenses incurred were official and	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO) Supplier / Contractor/Government Personnel Supplier / Contractor/Government Personnel General Services Office (GF), DepEd (SEF)
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Self-Certification that the communication expenses incurred were official and necessary (mobile telecommunication	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO) Supplier / Contractor/Government Personnel Supplier / Contractor/Government Personnel General Services Office (GF), DepEd (SEF)
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Summary of billing (1 original) Self-Certification that the communication expenses incurred were official and necessary (mobile telecommunication services)	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO) Supplier / Contractor/Government Personnel Supplier / Contractor/Government Personnel General Services Office (GF), DepEd (SEF) Government Personnel
Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) TELEPHONE/COMMUNICATION EXPENSES Obligation Request (1 original) Statement of Account/Bill (for pre-audit purposes) (1 original) Invoice/official receipt or machine validated statement account/bill (for post audit process) (1 original) Summary of billing (1 original) Self-Certification that the communication expenses incurred were official and necessary (mobile telecommunication	Supplier/Contractor Supplier/Contractor GSO (GF), DepEd (SEF) City Budget Office (CBO) Supplier / Contractor/Government Personnel Supplier / Contractor/Government Personnel General Services Office (GF), DepEd (SEF)



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responsibilities of th						
communication expe						
TRAVELING EXPENS						
Obligation Request		CBO				
Certificate of Appea	rance/Attendance	Learning So	ervice Provider			
(1 Copy)						
Certification by the I		CMO				
as to the absolute n						
expenses (1 origina						
Itinerary of Travel (1	original)	Learning So	ervice Provider			
FIDELITY BOND						
Obligation Request			ng Department/Off	ice		
	ending administrative	СМО				
_	Head of the Agency					
or office (1 original)						
	and/or cancellation	Implementi	ng Department/Off	ice		
of bond of accounta						
employees of the Re	•					
Philippines (1 origin						
Copy of previous ap						
for bond and/or fide	ity bond (if renewal)	Bureau of Treasury				
(1 photocopy)		0 0				
	, Liabilities, and Net	Civil Servic	e Commission or F	HRMDO		
Worth (SALN) (1 ori	ginai)					
MATERNITY LEAVE	// original	CDO				
Obligation Request		CBO				
Certified true copy of		HRMDO				
application for leave		LIDMDO				
Certified true copy of		HRMDO				
clearance (1 origina		Patient's Doctor				
Medical certificate fo	maternity leave	Falletil S DOCIOI				
(1 original) Additional Require	monte for Unicod					
Maternity Leave	menta ioi Unuseu					
Medical certificate th	nat the employee is	Patient's D	nctor/Employee Cl	inic		
		Patient's Doctor/Employee Clinic				
physically fit to work (1 original) Certificate of assumption (1 original)		Implementing Department/Office				
Approved DTR (1 original)		HRMDO				
	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1. Check the	None	41 Minutes	JOCELYN L. BURGOS		
required	completeness			Administrative		
documents to the	and veracity of			Aide II/Pre-Audit Staff		
	submitted			(CAcctgO)		
City Accounting		1				



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Office-Receiving Section.	requirements; stamp "received" thereof; and record it on the logbook.			or GLADYS A. PONTILLAS Administrative Assistant II/ Pre-Audit Staff (CAcctgO)
				or
				STEPHEN M. SAMSON Administrative Aide IV/ Pre-Audit Staff (CAcctgO)
2. Wait for the submitted documents to be completely processed by the	2. Perform the necessary pre - auditing procedures:			MILAGROS L. LUGANIO
City Accounting Office.	2.1 Assign the DV/LR number, compute related taxes, and check numerical accuracy of figures indicated thereof.	None	10 Minutes	Administrative Officer IV/ Senior Pre-Audit Staff (CAcctgO)
	2.2 Review and certify the completeness and propriety of supporting documents.	None	10 Minutes	RONALD T. DE CASTRO Administrative Officer V/Pre-Audit Officer (CAcctgO)
	2.3 Check the budget and account charging.	None	5 Minutes	MARILOU R. TORRES Accountant III/ Accounting Budget Officer – GF (CAcctgO)
				RYAN JAY F. OLERMO Accountant II – TF (CAcctgO)



				MA. VICTORIA B. AGUILAR Administrative Officer IV- SEF (CAcctgO)
	2.4 Approve the DV/LR.	None	10 Minutes	FULGENCIO M. DARUNDAY, CPA OIC–Management and Audit Analyst V (CAcctgO)
3. Make a follow-up on the status of your submitted DV/LR at the City	3. Photocopy the DV/LR and its supporting documents	None	5 Minutes	MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
Accounting Office.	3.1 Advice the client that the DV/LR has been checked/preaudited and will be forwarded to the CTO.	None	5 Minutes	JOCELYN L. BURGOS Administrative Aide II/Pre-Audit Staff (CAcctgO)
	3.2 Forward the DV/LR to the CTO.		10 Minutes	JOCELYN L. BURGOS Administrative Aide II/Pre-Audit Staff (CAcctgO)
	TOTAL:	None	1 Hour and 36 Minutes	

Note: All Disbursement Vouchers (DV) and Liquidation Reports (LR) with incomplete supporting documents will not be received for processing and will be returned immediately to the bearer or to the concerned office. Please take note of your queuing no.

39. Processing Employee Complaints

The Human Resource Management and Development Office processes employee complaints within the City Government of Pasay.

Office or Division:	Human Resource Management and Development Office (HRMDO)		
Classification:	Highly Technical		
Type of Transaction:	G2G- Government to Government		



Who may avail: Employees of the City Government of Pasay				
	REQUIREMENTS	WHERE TO SECURE		
Notarized sworn-letter of complaint (1 original)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a notarized sworn-letter complaint to the Frontline Services Section of the HRMDO.	1. Receive and record the submitted notarized sworn-letter complaint for perusal of the Head of HRMDO.	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I, (HRMDO) SUSAN D. SAN MIGUEL Administrative Aide VI, (HRMDO) FE M. PANTOJA Administrative Aide I, (HRMDO) LANI R. IMPERIAL, Administrative Aide I (HRMDO)
2.Wait to be notified by the HRMDO on the status of the complaint.	2. Evaluate and issue a memorandum directing the respondent (employee being complained) to submit a notarized response within seventy-two (72) hours upon receipt thereof.	None	1 Day Response time for the respondent: 3 Days	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, HRMDO
Receive the copy of the notarized	Upon receipt of the notarized response,	None	1 Day	JOHN NATHANIEL A. UBANA



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response provided by the HRMDO.	evaluate the sworn-response and if necessary, issue a memorandum directing the complainant to comment thereof, within forty-eight (48) hours.		Response time for the complainant: 2 Days	Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
4. If necessary, submit a comment on the received sworn-letter response within forty-eight (48) hours, upon receipt thereof to the HRMDO.	4. Decide on the referred complaint based on existing records thereof. 4.1 Prepare decision on the complaint: a.) Prepare an agreement/ amicable settlement on the resolved complaint, or b.) In the absence of agreement/ amicable settlement, or if the complaint is not eligible for that, forward/ refer the complaint and other records	None	1 Day	JOHN NATHANIEL A. UBANA Administrative Officer V, (Client Relations and Customer Care Affairs, HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)



City Legal Office for proper administrative investigation.	None	Q Davis and	
TOTAL:	None	8 Days and 5 Minutes	

40. Processing Landbank Loan Applications

The Human Resource Management and Development Office processes the Landbank loan application of Permanent, Elected and Co-terminous employees of the City Government.

Office or Division:	Human Resource Management and Development Office (HRMDO)			
Classification:	Simple			
Type of Transaction:	G2G- Government	to Government		
Who may avail:		d and Co-terminous Employees of the City		
		would like to apply for Landbank Loan Application		
	(Borrowers)	WILEDE TO OFOUR		
CHECKLIST OF RE		WHERE TO SECURE		
Permanent Employees				
Another employee who a		City Government of Pasay (must be a		
Maker whose basic pay		Permanent employee)		
Borrower or higher from	what the latter is			
receiving				
Fiscal Clearance (1 origi		City Prosecutor's Office		
Fiscal Clearance of Co-	, ,	City Prosecutor's Office		
Legal Clearance (1 original)		City Legal Office		
Legal Clearance of Co-Maker (1 original)		City Legal Office		
Latest Payslip (1 photoc		HRMDO		
Latest Payslip of Co-Ma		HRMDO		
E-mail Address (1 active	email account)	Email Registration		
E-mail Address of Co-Ma	aker (1 active	Email Registration		
email account)				
Mobile Number (1 with mobile data or		SIM Card/Network Service Provider of the		
connected to a Wifi Network)		Borrower		
Mobile Number of the Co-Maker		SIM Card/Network Service Provider of the Co-		
(1 with mobile data or connected to a Wifi		Maker		
Network)				
Spouse's birth date (If m	arried)	Any document/s or source/s that will prove the		
		birth date of the spouse such as ID Card,		



	Personal Data Sheet, HRMDO-PMIS
Elected Employees:	
Another employee who agreed to be a Co- Maker whose basic pay is same as the Borrower or higher from what the latter is receiving	City Government of Pasay (must be an Elected or a Permanent Employee)
Fiscal Clearance (1 original)	City Prosecutor's Office
Fiscal Clearance of Co-Maker (1 original)	City Prosecutor's Office
Legal Clearance (1 original)	City Legal Office
Legal Clearance of Co-Maker (1 original)	City Legal Office
Latest Payslip (1 photocopy)	HRMDÖ
Latest Payslip of Co-Maker (1 photocopy)	HRMDO
E-mail Address (1 active email account)	Email Registration
E-mail Address of Co-Maker (1 active	Email Registration
email account)	
Mobile Number (1 with mobile data or	SIM Card/Network Service Provider of the
connected to a Wifi Network)	Borrower
Mobile Number of the Co-Maker	SIM Card/Network Service Provider of the Co-
(1 with mobile data or connected to a Wifi	Maker
Network)	
Spouse's birth date (If married)	Any document/s or source/s that will prove the birth date of the spouse such as ID Card, Personal Data Sheet, HRMDO-PMIS
Co-terminous Employees:	
Another employee who agreed to be a Co- Maker whose basic pay is same as the Borrower or higher from what the latter is receiving	City Government of Pasay (can be a Permanent or Co-terminous or Elected Employee)
Fiscal Clearance (1 original)	City Prosecutor's Office
Fiscal Clearance of Co-Maker (1 original)	City Prosecutor's Office
Legal Clearance (1 original)	City Legal Office
Legal Clearance of Co-Maker (1 original)	City Legal Office
Latest Payslip (1 photocopy)	HRMDO
Latest Payslip of Co-Maker (1 photocopy)	HRMDO
E-mail Address (1 active email account)	Email Registration
E-mail Address of Co-Maker (1 active	Email Registration
email account)	
Mobile Number (1 with mobile data or	SIM Card/Network Service Provider of the
connected to a Wifi Network)	Borrower
Mobile Number of the Co-Maker (1 with mobile data or connected to a Wifi Network)	SIM Card/Network Service Provider of the Co- Maker
Spouse's birth date (If married)	Any document/s or source/s that will prove the



birth date of the spouse such as ID Card, Personal Data Sheet, HRMDO-PMIS					
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit the required documents to the HRMDO.	Evaluate the completeness of the submitted documents. 1.1 Briefly orient	None	20 Minutes	ALICE B. PEDROSA Senior Administrative Assistant II, (HRMDO)
		the Borrower on the procedures that will be undertaken in the processing of his/her loan application.			
2.	Wait for the HRMDO to process your loan application.	2. Encode the personal information of the applicant on the Borrower/Co-Maker list and have it printed.	None	40 Minutes	ALICE B. PEDROSA Senior Administrative Assistant II, (HRMDO)
		2.1 Sign the printed Borrower/Co-Maker list.		20 Minutes	ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
	Reply once the Landbank has sent a confirmation message that you are eligible for the e-salary loan program.	3. Send loan details to the borrower.	None	1 Day	Landbank Personnel (Landbank of the Philippines)



reference number in the Landbank E- Salary Mobile Banking Account, and your date of birth including your Co-Maker's. Note: Same process will be undertaken for the Co-Maker.				
4. Receive your loan details and wait for another text message indicating that the loan application is pre-approved by the Landbank of the Philippines.	4. Deliver the signed printout of Borrower's/ Co-Maker's list as well as the USB containing the e-copy thereof to the Land Bank of the Philippines.	None	1 Hour	ALICE B. PEDROSA Senior Administrative Assistant II, (HRMDO)
	4.1 Approved the loan application and credit the amount of loan granted to the Landbank Account of the Borrower.		Maximum Approval Period: 5 Days	Landbank Personnel (Landbank of the Philippines)
	TOTAL:	None	1 Day, 2 Hours and 20 Minutes (excluding the approval period of Landbank of the Philippines)	

41. Processing Multi-Purpose Cooperative Loan Applications



The Human Resource Management and Development Office processes the Multi-Cooperative Loan application of City Government employees.

Office or Division:	Human Resource N	Management a	nd Development (Office (HRMDO)
Classification:	Simple		-	
Type of Transaction:	G2G-Government t	o Government		
Who may avail:	Employees of the C	City Governmen	nt	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Latest Payslip (1 photo	copy)	HRMDO		
Loan Application Form		City Cooperat	tive Office	
Sketch of Borrower's R	esidential Location	Borrower		
(1 original)		FEEO TO	DD 00E00INO	DEDCOM
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and fill- out the loan application form, then submit the same to the City Cooperative Office.	1. Check the completion of entries in the form, and advise the client to submit the filled-out loan application form to the HRMDO.	None	5 Minutes	JOSELYN L. CARASIG Cooperative Development Specialist II (City Cooperative Office)
2. Submit the filled- out loan application form to the assigned personnel of the HRMDO.	2. Process the loan application.2.1 Sign the loan application.	None	25 Minutes 5 Minutes	ALICE B. PEDROSA Senior Administrative Assistant II (HRMDO) ATTY. MAVERICK S. SEVILLA, City Government Department Head II, (HRMDO)
3. Follow up the status of loan application to the assigned personnel of	3. Inform the client on the status of his/her loan application.	None	15 Minutes	



			T	
the HRMDO.	a. Forward the loan application to the City Cooperative Office.			ALICE B. PEDROSA Senior Administrative Assistant II (HRMDO)
	b. Facilitate the completion of signature process on the loan application by forwarding it to other concerned department's signatories (City Accounting Office, and City Cooperative Office)	None	2 Days	JOSELYN L. CARASIG Cooperative Development Specialist II (City Cooperative Office)
4. Proceed to the City Cooperative Office and claim the check thereat; after which, proceed to the United Coconut Planters Bank for the encashment of the amount borrowed.	4. Issue the check to the borrower.	None	5 Minutes	JOSELYN L. CARASIG Cooperative Development Specialist II (City Cooperative Office)
	TOTAL:	None	2 Days and 55 Minutes	

42. Processing of Documents for Payment of Basic Utilities

The Program is designed to provide information, assistance and support in the processing of \$989\$



documents for the payment of basic utility services (i.e. Electricity, Water, Fuel, Telephone, Internet, Gasoline, etc.) incurred by the different departments/offices of the City Government including National Government Agencies assigned in the City.

Office or Division:	General Services Office (GSO)					
Classification:	Simple					
Type of Transaction:	G2G – Governme	nt to	Governmen	t and G2B - Gove	ernment to Business	
Who may avail:	All Departments/C	ffice	s of the City	Government and	National Government	
	Agencies assigned	d in t	he City (End	l-user) and Servic	e Provider	
CHECKLIST OF REG	UIREMENTS			WHERE TO SE	CURE	
Service Provider:						
Statement of Account (1	original and		- Meralco			
3 photocopies)	3 photocopies)		- PLDT			
		- Maynilad				
			- Globe Telecom, Inc.			
		- Innove Communications, Inc.				
		- Federal Brent Retail, Inc.				
Gasoline Slip and Sales I	nvoice			,		
(1 original), if applicable	•		Federal Brent Retail, Inc.			
End-user:						
	ion Request (2 original and					
2 duplicate)	(Department/Office/NGA				
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON	
	ACTIONS		BE PAID	TIME	RESPONSIBLE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements at the receiving counter of GSO.	1. Receive requirements and check as to completeness and authenticity of submitted documents.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III
	1.1 Prepare Summary of SOA.	None	30 Minutes	(GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
	1.2 Endorse copy of SOA to the end-user for preparation of Obligation Request.	None	15 Minutes	
Submit the approved Obligation Request	Receive and verify the	None	5 Minutes	FE ESPERANZA S. SEIJO



to the GSO.	submitted Obligation Request against the SOA.			Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III
	2.1 Finalize the Summary of SOA, prepare the Disbursement Voucher and endorse the same to the Office of the City Accountant for appropriate action.	None	5 Minutes	(GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
Follow up the status of payment.	3. Check the status of the prepared Disbursement Voucher and inform the Service Provider once cheque is available.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) EVELYN G. ALEGRE Administrative Officer III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
	TOTAL:	None	1 Hour and 5 Minutes	,

43. Processing Terminal Leave Benefits (TLB)

Qualified would-be separated or separated employees of City Government of Pasay may process their TLB at the Human Resource Management and Development Office.

Office or Division:	Human Resource Management and Development Office (HRMDO)		
Classification:	Highly Technical		
Type of Transaction:	G2G-Government to Government and G2C-Govenrment to Citizen		
Who may avail:	Current and Former Employees of the City Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			



Request letter (1 original)	TLB Claimant
Government issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
(1 original)	IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance (if a former Pasay City	Pasay City General Hospital
General Hospital employee) (1 original)	
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment	HRMDO
(1 photocopy for each issuance of appointment)	
Latest Statement of Assets, Liabilities (except for	Claimant of TLB
deceased claimant/s) (3 photocopies)	
Death Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Birth Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Marriage Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Representative	
Special Power of Attorney	Person Represented (TLB Claimant)
Government issued Identification Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
person represented (1 original)	IBIG, LTO
Government issued Identification Card of the	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
representative (1 original)	IBIG, LTO
Request letter (1 original)	Person Represented (TLB Claimant)
Government issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-
(1 original)	IBIG, LTO
GSO Clearance (1 original)	General Services Office
Legal Clearance (1 original)	City Legal Office
Fiscal's Clearance (1 original)	City Prosecutor's Office, Hall of Justice
Assessor's Clearance (1 original)	City Assessor's Office
Hospital's Clearance (if a former Pasay City	Pasay City General Hospital
General Hospital employee) (1 original)	
GSIS Clearance (1 original)	GSIS
Copy/ies of Plantilla or Appointment	HRMDO
(1 photocopy for each issuance of appointment)	
Latest Statement of Assets, Liabilities (except for	Claimant of TLB
deceased claimant/s) (3 photocopies)	
Death Certificate (for deceased claimant/s)	Philippine Statistics Authority (PSA)
(1 photocopy)	
Birth Certificate (for deceased claimant/s) (1 photocopy)	Philippine Statistics Authority (PSA)
	1



	Marriage Certificate (for deceased claimant/s) (1 photocopy)		Philippine St	atistics Authority (PSA)
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit all documentary requirements for TLB application to the Frontline Service Section of the HRMDO.	Upon receipt of complete documentary requirements, issue a transaction stub to the client. 1.1 Advise the	None	5 Minutes	BENIGNO M. SANTIAGO JR. Administrative Assistant I (HRMDO) SUSAN D.C. SAN MIGUEL Administrative Aide VI
		client to make a follow-up on the status of TLB application after two (2) weeks.			(HRMDO) FE M. PANTOJA Administrative Aide I (HRMDO) LANI R. IMPERIAL Administrative Aide I (HRMDO)
2.	Keep the transaction stub and wait for the application to be processed by the HRMDO- Compensation and Benefits Division.	2. Compute the leave credits summary and prepare the request for Allotment Release Order (ARO).	None	20 Minutes	KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO) ANNALIZA M. MONTALBAN Senior Administrative Assistant V (HRMDO)
		2.1 Sign the printed request for ARO.	None	10 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II (HRMDO) KATHERINE D.



2.2 Forward the signed request for ARO to the office of the	None	10 Minutes	COSTALES Senior Administrative Assistant II (HRMDO)
concerned Appointing Authority for approval thereof; after which, to the City Budget Office (CBO) for the preparation of ARO.			ANNALIZA M. MONTALBAN Senior Administrative Assistant V (HRMDO)
2.3 Approve the forwarded request for TLB Application and prepare the ARO thereof.	None	Approval period of request – 7 days	ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office)
			or HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
			or
			HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing



			Authority for Offices under Legislative Department (Office of the City Vice Mayor)
2.4 Prepare and sign the ARO for the TLB application and forward it to the Office of the concerned Appointing Authority for his/her signature. 2.5 Sign the ARO.	None	30 Minutes (Within the day)	CBO Personnel (CBO)
2.0 digit the Aixo.	None	3 Days	ATTY. PETER M. MANZANO City Administrator /Authorized Signatory for Offices under Executive Department (City Administrator's Office)
			or
			HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor)
			or
			HON. ATTY.



	2.6 Return the signed ARO to			WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices under Legislative Department (Office of the City Vice Mayor)
	the HRMDO.	None	5 Minutes	CBO Personnel (CBO)
	2.7 Prepare the voucher and ALOBS to be attached to the other TLB documents.	None	50 Minutes	ARMAN JAY O. ADORA Administrative Officer II (HRMDO)
				KATHERINE D. COSTALES, Senior Administrative Assistant II, (HRMDO)
 Make a follow-up with regard to the approval of request for TLB application. 	3. Advise the client on the request status and process the TLB application.	None	5 Minutes	KATHERINE D. COSTALES Senior Administrative Assistant II (HRMDO)
	3.1 Sign the voucher attached to the TLB application.		10 Minutes	ATTY. MAVERICK S. SEVILLA City Government Department Head II (HRMDO)
			Waiting period prior to return of the client to the HRMDO – 7 Days	



4. Present the transaction stub to the HRMDO and claim the printed ALOBs and voucher from the HRMDO-Compensation and Benefits Division.	4. Release the printed ALOBs and voucher to be signed by concerned Department Heads.	None	5 Minutes	KATHERINE D. COSTALES, Senior Administrative Assistant II, (HRMDO)
5. Secure the completeness of signatures from the concerned Department Heads of the City Government of Pasay.	5. Act and sign on the printed TLB application.	None	3 Days	Concerned Department Heads (Concerned Department/ Office/s of Pasay City Government) ATTY. PETER M. MANZANO City Administrator/ Authorized Signatory for Offices under Executive Department (City Administrator's Office) or HON. IMELDA CALIXTO- RUBIANO City Mayor/ Appointing Authority for Offices under Executive Department (Office of the City Mayor) or HON. ATTY. WALDETRUDES S. DEL ROSARIO City Vice Mayor/ Appointing Authority for Offices



6.	Proceed to the City Treasurer's Office (CTO) and wait for the release of check re: your TLB.	6. Release the check to the client.	None	5 Minutes	under Legislative Department (Office of the City Vice Mayor) Clerk, (Cash Division, CTO)
		TOTAL:	None	20 Days,	
				2 Hours and	
				35 Minutes	

44. Provision of Information and Data to End-Users

Pursuant to Local Government Code Article IV Section 476-b (3), City Government's information and data, which are vital and critical to the development of research projects and studies of various National Agencies, Local Barangay Units, Private Researchers, and students may formally coordinate and request such at the City Planning and Development Office (CPDO).

For Simple Information/Data:

Office or Division:		City Planning and Development Office (CPDO)			
Classification:		Simple			
Type of Transaction):	G2G - Governr	nent to Governm	nent; G2C Governn	nent to Citizen
Who may avail:		Other City Gov	ernment Departr	ments, National Ag	encies, Local
		Barangay Units, Private Researchers, and Students			ts
CHECKLIST OF	REQU				JRE
Duly signed request l	etter (1	original)	Requesting Pa	rty	
CLIENT STEPS	AGE	NCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGEI	NCT ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the		ceive the copy	None	5 Minutes	MARIAN M.
request letter,		the request			MAGDALITA Administrative
indicating the		ter and record			Assistant I (CPDO)
simple data,	in	the logbook			7.00/0ta//t (01.00)
plans, basic	an	d receiving			JONATHAN DAVID
profiles or	da	tabase			B. JOMERO
general maps					Administrative Aide
needed to the					1 (222.2)
receiving					(CPDO)
section of CPDO.					
CPDO.	1.1	Endorse the			JONATHAN DAVID B. JOMERO
	C	document to			Administrative Aide
					Autilitionalive Alue



	T		
person-in- charge.	None	5 Minutes	(CPDO)
1.2 Process the request for simple data, plans, basic			CHRISTINE LANE M. BRILLANTES Administrative Assistant I (CPDO)
profiles or general maps, and provide the needed document.	None	3 Working days	LAY-AR M. BALIZA Supervising Administrative Officer (CPDO)
1.3 Send the e-file of the requested	None	1 Hour	MARIA A. LUNA Planning Officer III (CPDO)
document/s to the end-user via email, or print and release the hardcopy of the requested			NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO)
document/s to the client.			RONALD ALLAN P. DELA CRUZ Planning Officer II (CPDO)
			LAY-AR M. BALIZA Supervising Administrative Officer (CPDO)
			MARIA A. LUNA Planning Officer III (CPDO)
			NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO)
			RONALD ALLAN P. DELA CRUZ



			Planning Officer II (CPDO)
TOTAL:	None	3 Working	
		Days,1 Hour,	
		and 10 Minutes	

For Complex Data/Information:

For Complex Data/Information:							
Office or Division: City Planni		City Planning a	ity Planning and Development Office (CPDO)				
Classification:		Simple	imple				
Type of Transaction: G2G - Gove		G2G - Governr	nent to Governm	nent; G2C Governn	nent to Citizen		
		Other City Gov	Other City Government Departments, National Agencies, Local				
			Barangay Units, Private Researchers, and Students				
CHECKLIST OF REQUIREMENTS				WHERE TO SECU	JRE		
Duly signed request I	etter (1	l original)	Requesting Pa	rty			
CLIENT STEPS	AGE	NCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the request letter, indicating the complex data or thematic map needed to the receiving section of CPDO.	of let in ar	the request the request tter and record the logbook ad receiving stabase.	None	5 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO) JONATHAN DAVID B. JOMERO Administrative Aide I (CPDO)		
	1	Endorse the document to person-in-charge.	None	5 Minutes	JONATHAN DAVID B. JOMERO Administrative Aide I (CPDO) CHRISTINE LANE M. BRILLANTES Administrative Assistant I (CPDO)		
)	Process the request for complex data or thematic map, and	None	7 Working days	LAY-AR M. BALIZA Supervising Administrative Officer (CPDO) MARIA A. LUNA		



provide the needed document. 1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	None	4 Hours	Planning Officer III (CPDO) NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO) RONALD ALLAN P. DELA CRUZ Planning Officer II (CPDO) LAY-AR M. BALIZA Supervising Administrative Officer (CPDO) MARIA A. LUNA Planning Officer III (CPDO) NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO) RONALD ALLAN P. DELA CRUZ
TOTAL:	None	7 Working Days, 4 Hours and 10 Minutes	P. DELA CRUZ Planning Officer II (CPDO)
	needed document. 1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	needed document. None 1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	needed document. None 1.3 Send the e-file of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client. None 7 Working Days, 4 Hours and

For Highly Technical or Analytical Data/Information:

- J J				
Office or Division:	City Planning and Development Office (CPDO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C Government to Citizen			
Who may avail:	Other City Government Departments, National Agencies, Local			
	Barangay Units, Private Researchers, and Students			



CHECKLIST OF	REQUIREMENTS		WHERE TO SECU	JRF
Duly signed request I		Requesting Pa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit the request letter, indicating the complex data or thematic map needed to the receiving section of CPDO.	Receive the copy of the request letter and record in the logbook and receiving database.	None	5 Minutes	MARIAN M. MAGDALITA Administrative Assistant I (CPDO) JONATHAN DAVID B. JOMERO Administrative Aide I (CPDO)
	1.1 Endorse the document to person-in-charge.	None	5 Minutes	JONATHAN DAVID B. JOMERO Administrative Aide I (CPDO) CHRISTINE LANE M. BRILLANTES Administrative Assistant I
	1.2 Process the request for complex data or thematic map, and provide the needed document.	None	20 Working days	ASSISTANT I (CPDO) LAY-AR M. BALIZA Supervising Administrative Officer (CPDO) MARIA A. LUNA Planning Officer III (CPDO) NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO) RONALD ALLAN P. DELA CRUZ Planning Officer II



1.3 Send the e-file			(CPDO)
of the requested document/s to the end-user via email, or print and release the hardcopy of the requested document/s to the client.	None	1 Working Day	LAY-AR M. BALIZA Supervising Administrative Officer (CPDO) MARIA A. LUNA Planning Officer III (CPDO) NICK LLORENCE R. SANGALANG Project Development Officer II (CPDO) RONALD ALLAN P. DELA CRUZ Planning Officer II (CPDO)
TOTAL:	None	21 Working	(3. 2 3)
		Days and	
		10 Minutes	

45. Provision of Prosecutor's Clearance

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.

Office or Division:	City Prosecutor Office (CPO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All	All		
CHECKLIST OF RI	REQUIREMENTS WHERE TO SECURE			
Request Form or documents with case information (1 original copy)		СРО		
Valid government-issued identification card with photo (1 original copy)				



CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
Fill-out and submit the request form together with ID to Docket Section for initial assessment. Make sure to	Check the documentary requirements for completeness. Verify the status of the case.	None	TIME 2 Minutes 5 Minutes	RESPONSIBLE Receiving Staff (Docket Section)
secure the Order of Payment that will be issued.	1.2 Assess and issue Order of Payment, if no pending case.1.3 Processing of the request		2 Minutes 5 Minutes	Records Officer (Docket Section)
2. Pay the required fees at the Cashier by showing the Order of Payment.	2. Accept the payment based on the Order of Payment:	• For Firearm License PHP 1,000	2 Minutes	Cashier (Docket Section)
* Make sure to secure Official Receipt (O.R) that will be issued upon payment.		• For Permit to Carry PHP 500		
paymont		• For Foreign Travel PHP 200		
		• For Retirement /Resignatio n PHP 100		
		For Foreign Employme nt		



		T	T	
	2.1 Issue the Official	PHP 100		
	Receipt.	 For Local Employme nt PHP 50 	2 Minutes	
3. Present the O.R. to the Docket Section.	3. Check the Official Receipt and process the request.	None	2 Minutes	Records Officer/ Records Section
4 Receive the clearance and sign in the logbook.	4. Issue the Certificate to the client.	None	2 Minutes	Records Officer/ Records Section
	TOTAL:	• For Firearm License PHP 1,000	22 Minutes	
		For Permit to Carry PHP 500		
		• For Foreign Travel PHP 200		
		• For Retirement /Resignatio n PHP 100		
		 For Foreign Employme nt PHP 100 		



^{*}Scheduled of fees as indicated in the (DOJ) Department Circular No. 060 dated October 2012

46. Receiving Official Communications

Requests, complaints, and other official communications from various departments/ offices, National Government Agencies, external clients, etc. addressed to the City Mayor/City Administrator, shall proceed to the City Administrator's Office to have the document/s received, for appropriate action.

Office or Division:		City Administrator's Office (ADMIN) Operations Division -			
Classification:		Communication and Records Management Section			
		Simple			
Type of Transaction		G2C – Government to Citizen, G2G – Government to Government			
Who may avail:		External Clients (Private individual/NGAs, other Local Government			
	•	Units) and Internal Clients (PCG Executive and Legislative			
		Departments and Offices)			
	REQUIREMENTS		WHERE TO SEC		
Duly signed request, of	-		idual/NGAs, PCG	i	
official communication	n/s (1 original or	Department/	Office		
1 photocopy)			,		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
OLILIAI OILI O	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE	
 Submit request, 	 Receive and 	None	2 Minutes	NERELIE N.	
complaint and/or	record the			BAUTISTA	
other official	document.			Administrative	
communication				<i>Aide IV</i> (ADMIN)	
to the Receiving				(ADMIN)	
Section of the				JOHANNA L.	
ADMIN.	1.1 Review and	None	2 Minutes	OCHOA	
	forward the			Supervising	
	document to			Administrative	
	the City			Officer,	
	Administrator			(ADMIN)	
	for information			,	
	and instruction.				
	1.2 Endorse	None	2 Minutes	WILBERT	
	received			MICHAEL C.	
				MARTINEZ	



document to the office concerned for appropriate action.			Administrative Aide III, (ADMIN)
1.3 Follow up actions taken by the office/s concerned and inform the client about it.	None	5 Minutes	NERELIE N. BAUTISTA Administrative Aide IV, (ADMIN)
TOTAL:	None	11 Minutes	

47. Releasing/Issuance of Semi-Expendable Property

General Services Office takes charge in the procurement and releasing of semi-expendable property requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)					
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	All Offices/Departments of the City Government and National Government					
	Agencies assigned in the City					
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Approved Inventory Cust (2 original, 2 duplicate)	odian Slip (ICS)	Requesting Department/Office/Agency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE				
Submit duly approved Inventory Custodian Slip (ICS).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)		
Receive the requested items/supplies include in the ICS.		None	1 Hour	MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant		



department. 2.1 Retain a copy of the ICS for GSO file.			III (GSO) ARMAND D. RIVERA Administrative Officer II (GSO)
2.2 Prepare Report of Semi- Expendable Property Issued (RSPI) and its transmittal.	None	30 Minutes	ARCHIBALD C. BAJADA Administrative Officer II (GSO) MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant III
2.3 Check the RSPI and sign the transmittal for submission to the Office of the City Accountant.	None	3 Minutes	(GSO) ARMAND D. RIVERA Administrative Officer II (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)
TOTAL:	None	1 Hour and 35 Minutes	

48. Releasing/Issuance of Supplies and Materials

General Services Office takes charge in the procurement and releasing of supplies requirement of various departments/offices necessary for their day-to-day operations as included in the Consolidated Annual Procurement Plan of the City Government.

Office or Division: General Services Office (GSO)



Classification:	Simple			
	G2G – Government to	Governmen	t	
	All Offices/Department		Government and	National Government
	Agencies assigned in t	he City		
CHECKLIST OF RI			WHERE TO S	SECURE
Approved Requisition & Is (2 original, 2 duplicate)	. , ,	·	g Department/Offic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Requisition and Issue Slip (RIS).	Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)
2. Receive the requested items/supplies included in the RIS.	2. Release the	None	1 Hour	MARK LAWRENCE I. ORTEGA Administrative Assistant I (GSO) JOHN PETTER S. CAPILI Administrative Assistant III (GSO)
	2.2 Prepare Summary of Supplies and Materials Issued (SSMI) and its transmittal.	None	30 Minutes	ARMAND D. RIVERA Administrative Officer II (GSO) ARCHIBALD C. BAJADA Administrative Officer II (GSO)
	2.3 Check the SSMI and sign the transmittal for submission to Office of the City Accountant.	None	3 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO)
	TOTAL:	None	1 Hour and 35 Minutes	



49. Releasing/Issuance of Property, Plant and Equipment

General Services Office takes charge in the procurement and releasing of property, plant and equipment requirements of various departments/offices necessary for their day-to-day operations as included in the Annual Procurement Plan of the City Government.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to	Governmen	t	
Who may avail:	All Offices/Department		Government and	National Government
	Agencies assigned in t	he City		
CHECKLIST OF R			WHERE TO S	SECURE
Approved Property Ackn (PAR) (1 original, 2 dupli	cate)	·	g Department/Offic	ce/Agency
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Property Acknowledgement Receipt (PAR).	1. Check and verify completeness of required signatures in the form.	None	2 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)
Receive the requested property/ies included in the PAR.	property/ies available in the Stock Room as included in the PAR of the requesting office/ department. 2.1 Check and sign the PAR and release a	None	45 Minutes 3 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO
	copy to the end-user office/ department.	None	50 Minutes	Administrative Officer IV (GSO)
TOTAL:		INOTIE	JU MILLIARS	1



50. Renewal of Registration of Motor Vehicles

General Services Office processes registration of issued motor vehicles to various departments/ offices/agencies.

Office or Division:	General Services Office	e (GSO)				
Classification:	Simple					
Type of Transaction:	G2G – Government to					
Who may avail:	All Departments/Office	•	Government and	National Government		
	Agencies assigned in t	the City				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE		
Motor Vehicle Inspection	•	Land Trans	sportation Office			
Official Receipt (1 original			•			
Smoke Emission Test (1		Any Accred	dited Emission Te	sting Center		
Latest photos of the Motor						
submission date (side, to	p, front, and rear	Photo Sho	p/Center			
views) (1 original)		_				
Stencil of Engine Number			g Department/Offic			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
Submit complete	1. Receive	None	8 Minutes	JANELYNN F. MARTIR		
requirements at the	complete			Administrative Officer III (GSO)		
receiving counter of	requirements			(630)		
General Services	and verify			MARICAR C. FRIAS		
Office.	authenticity of submitted			Administrative Officer III		
	documents.			(GSO)		
2. Wait for the	2. Submit the	None	6 Hours	MARVIN D. GARCIA		
processing of the	documentary		0.5	Administrative Officer II (GSO)		
renewal.	requirements to		2 Days waiting	(630)		
	the Land		time	ALLAIN EDBERT A.		
	Transportation			VELASCO		
	Office (LTO),			Administrative Officer IV		
	and pay for the required fees.			(GSO)		
2 Possive copy of the	3. Call the	None	2 Minutes	JANELYNN F. MARTIR		
Receive copy of the updated LTO OR/CR	concerned	None	2 Milliules	Administrative Officer III		
and sign in the	Department/			(GSO)		
receiving	Office/Agency,					
copy/logbook.	release to them			ALLAIN EDBERT A.		
oop jiio goodiii	a copy of the			VELASCO		
	updated LTO			Administrative Officer IV		
	Official Receipt			(GSO)		



(OR), and have them sign the receiving logbook and photocopy of the OR.			
TOTAL:	None	2 Days, 6	
		Hours and 10	
		Minutes	

51. Request for Legal Opinion

Written opinion is rendered in any question of law, as endorsed and requested by the City Government Officials and other offices including City Council.

Office or Division:	City Legal Office (CLO)		
Classification:	Highly Technical			
Type of Transaction:	G2G – Governmer	nt to Governme	nt	
Who may avail:	City Government (
CHECKLIST OF R	EQUIREMENTS	1	WHERE TO SEC	URE
 Formal Letter request/endorsement with attached written query/ies (1 original) Additional attachments relative to query/ies (1 photocopy) 		Pasay City Go seeking Legal	overnment Departi Opinion	ment/Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request/ endorsement with complete attachments for reference to the Receiving/ Releasing Staff of the CLO.	 Receive, check and record the completeness of the submitted documents. Endorse to the City Legal Officer for disposition 	None	5 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I (CLO)
	1.2 Refer and assign the request to a	None	5 Days	ATTY. SEVERO C. MADRONA JR. City Legal Officer II



	Lawyer for			(CLO)
	proper legal			
	action and/or recommend-			
	ation.			
	1.3 Evaluate and write legal opinion.	None	10 Days	ATTY. SHEALTIEL GAY T. ROXAS Attorney III (CLO)
				ATTY. GLENN C. VILLARIÑA <i>Attorney III</i> (CLO)
	1.4 Review,			ATTY. SEVERO
	approve and			C. MADRONA JR. City Legal Officer
	sign the legal opinion.			II (CLO)
Acknowledge receipt of documentation.	2. Release the approved Legal Opinion to the requesting office/department.	None	3 Minutes	MARVIE B. CHENG Administrative Aide I (CLO)
				MARICEL C. MILLAR Administrative Aide I (CLO)
				AIZA C. OTIDA Administrative Aide I
				(CLO)
	TOTAL:	None	15 Days &	i

52. Request for Pre-Repair Inspection

General Services Office processes requests for the repair and maintenance of machinery and equipment including motor vehicles issued to various departments/offices or National Government Agencies.



Office or Division:	Canaral Sarvigas Office	00 (CSO)		
Classification:	General Services Office Simple	E (GSC)		
Type of Transaction:	G2G – Government to	Governmen	+	
Who may avail:	All Departments/Office			National Covernment
vviio iliay avali.	Agencies assigned in t		Government and	Ivational Government
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE
Approved Request for				
Form (1 original, 1 dup	• •			
- Pre-repair Inspe		GSO		
- Details of the for	rm	Office/Dep	artment/NGA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and signed Request for Pre-Repair Inspection Form at the receiving counter of GSO.	 Receive the form and verify correctness of information indicated therein. Validate the request in the existing Repair Card or Summary of Pre-repair. Conduct actual inspection of the equipment for repair. Approve the Request for Pre-Repair Inspection 	None None None	2 Minutes 8 Minutes (within the City Hall Building) 3 Hours (outside the City Hall Building) 3 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)
2. Claim the Approved Request for Pre- Repair	Release duly approved Request for Pre-Repair Inspection.	None	2 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS



Inspection and sign in the monitoring				Administrative Officer III (GSO)
logbook.				JANELYNN F. MARTIR Administrative Officer III (GSO)
				ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)
	TOTAL:	None	45 Minutes	(333)
			(within the City Hall Building)	
			, , , , , , , , , , , , , , , , , , ,	
			3 Hours and 15 Minutes	
			(outside the	
			City Hall Building)	

53. Request for Traffic Management Services for Special Occasions/Events

Private Owners/Contractors of Establishment, Government Agency/ies may request for traffic management services from the PTPMO during conduct of event/occasion.

Office or Division:	Pasay Traffic and Pa	arking Manage	ment Office (PTF	PMO)	
Classification:	Simple				
Type of	G2C-Government to 0	G2C-Government to Citizen, G2B-Government to Business, and G2G-			
Transaction:	Government to Gover	nment			
Who may avail:	Private Owners/Contr	actors of Estab	lishment, Govern	ment Agency/ies	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Request Letter (1 ori	ginal)	Client/s			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLILINI SILI S	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit request letter for Traffic Permit addressed to the City Mayor, thru the City Administrator, City	Receive the request letter and forward it to the assigned staff for appropriate action.	None	2 Minutes	GRACIELA C. GUEVARRA Administrative Aide I Administrative Section (PTPMO)	



Secretariat, City Engineer for confirmation, copy furnish the concerned Barangay, to the assigned personnel of PTPMO. 2. Proceed to the Event and Tasking Section, PTPMO for a meeting.	2. Conduct the meeting with the requesting party, and gather all necessary details and information.	None	30 Minutes	EDMAR C. RUAMERO Traffic Aide II (PTPMO)
Wait for your request to be processed by the PTPMO.	 2. Send monitoring personnel to conduct site inspection. For near area For distant area 3.1 Prepare and issue the traffic permit to the 	None	20 Minutes 30 Minutes 3 Minutes	GRACIELA C. GUEVARRA Administrative Aide I Administrative Section (PTPMO) GRACIELA C. GUEVARRA Administrative Aide I
	client.			Administrative Section (PTPMO)
	TOTAL:	None	For near area	
			= 55 Minutes	
			For distant area = 1 Hour and 5 Minutes	



54. Request for Trainings and Drills

The Pasay City Disaster Risk Reduction and Management Office conducts trainings, lectures and seminar on disaster risk reduction and management and drills/exercises on different type of hazards, as requested by public or private institutions to promote a disaster resilient community.

Office or Division:	Pasay City Disaster	Risk Reduction	and Management	Office (PCDRRMO)
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
	G2G – Government	to Government		
Who may avail:	Public and Private S	ectors in Pasay		
	REQUIREMENTS		WHERE TO SEC	URE
PRINCIPAL				
Request Letter (1 origi	nal)	Requesting Pa	rty	
REPRESENTATIVE				
Authorization Letter (1	<u> </u>	Requesting Pa	•	
Request Letter (1 origi	nal)	Requesting Pa		_
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the assigned personnel at the PCDRRMO at 308 Pasay City Hall, F. B. Harrison St., Pasay City	 Receive and check the submitted request letter: Name and contact number of the requesting party; Type/Kind of request 1.1 Forward the correspondence to the Training Division of the PCDRRMO. 	None	3 Minutes	MARY GRACE B. BERIN, RN Administrative Officer II/Administrative Services In-Charge (Administrative and Training Division, PCDRRMO)
Make yourself available for the evaluation of request to the assigned	Evaluate the request letter and coordinate with the requesting party on their	None	1 Hour	MICHAEL T. FLORES Local Disaster Risk Reduction Management Officer I/Chief



	,		1	
personnel of PCDRRMO.	preferences: a. Type and scope of training/drill; b. Date, time and venue;			(Administrative and Training Division, PCDRRMO)
	c. Estimated number of participants, and			
	d. Existing resources of the requesting party, if any.			
2.1 Wait for the approval of request.	2.1 Upon approval, prepare the deployment schedule of Instructors or Evaluators and Emergency Response Team of the PCDRRMO, as needed.			
3. Attend/Participate on the training/drill being conducted by the Instructors/ Evaluators of PCDRRMO.	 3. Conduct lectures, trainings, seminars and/or drills as requested. 3.1 Instructors shall observe the designed programme of activities. 3.2 Evaluators shall observe the actual drill process. 	None	Training/Drill Duration varies based on the programme of instructions and/or schedule presented by the requesting party.	Instructors Evaluators and/or Emergency Response Team (PCDRRMO)



4.1 Have the			and/or Emergency
participants accomplish the module evaluation forms and training course evaluation forms.			Response Team (PCDRRMO)
4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review.			
5. Demobilize the deployed team/s.5.1 Ensure that deployment forms are signed by the requesting party.	None	25 Minutes	MICHAEL T. FLORES Local Disaster Risk Reduction Management Officer I/Chief (Administrative and Training Division, PCDRRMO)
5.2 Accomplish Post Activity Report and provide a copy for the requesting party. 5.3 Advise the requesting			
	participants accomplish the module evaluation forms and training course evaluation forms. 4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review. 5. Demobilize the deployed team/s. 5.1 Ensure that deployment forms are signed by the requesting party. 5.2 Accomplish Post Activity Report and provide a copy for the requesting party. 5.3 Advise the	participants accomplish the module evaluation forms and training course evaluation forms. 4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review. 5. Demobilize the deployed team/s. 5.1 Ensure that deployment forms are signed by the requesting party. 5.2 Accomplish Post Activity Report and provide a copy for the requesting party. 5.3 Advise the requesting	participants accomplish the module evaluation forms and training course evaluation forms. 4.2 Deliver evaluation and observances noted during the actual drill by thru the Post Activity Review. 5. Demobilize the deployed team/s. 5.1 Ensure that deployment forms are signed by the requesting party. 5.2 Accomplish Post Activity Report and provide a copy for the requesting party. 5.3 Advise the requesting



the activity.	to the PCDRRMO for the issuance of certifications			
	TOTAL:	None	2 Hours and 28 Minutes (excluding training and drill duration)	

Note: Duration of the training/drill varies on the programme of activities approved by the requesting party

55. Request for Verification of No Pending Administrative Case for GSIS Loan/s

Securing verification of No Pending Administrative Case from the City Legal Office by employees of the City Government who are applying for GSIS Loan.

Office or Division:	City Legal Office (CLO)				
Classification:	Simple	Simple				
Type of Transaction:	G2G – Governmer	nt to Governme	nt			
Who may avail:	City Government (
CHECKLIST OF REC	QUIREMENTS	1	WHERE TO SEC	URE		
Duly accomplished reques (1 original) - GSIS Loan Profile			rce Management	and		
- Details to be indica	ated in the form	Requesting Pa	Office (HRMDO)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIE				
Submit the duly accomplished application form to the Receiving/ Releasing Staff of the CLO.	1. Receive and check the completeness of details indicated in the accomplished application form.	None	2 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO) AIZA C. OTIDA Administrative Aide I		



			(CLO)
1.1 Verify if the requesting party is included in the lists of	None	2 Minutes	MITZIE T. ALVARADO Administrative Aide VI (CLO)
employees with pending administrative case, then recommend issuance; otherwise, deny the application if the requesting party has pending administrative case.			GEOVANI S. DE LA TORRE Administrative Aide IV (CLO)
1.2 Review and sign the GSIS Loan Application Form.	None	3 Minutes	ATTY. SEVERO C. MADRONA JR. City Legal Officer II (CLO)
1.3 Forward the verified and signed GSIS Loan Application Form to the HRMDO.	None	3 Minutes	MARVIE B. CHENG Administrative Aide I (CLO) MARICEL C. MILLAR Administrative Aide I (CLO)
			AIZA C. OTIDA Administrative Aide I (CLO)



TOTAL	: None	10 Minutes	

56. Requesting for Clearance as to Property Accountability

Separated employees of Pasay City Government, Officials of National Government Agencies with property accountability to the City Government, and those employees who wish to travel abroad and avail more than thirty (30) days leave of absence, shall secure clearance from property accountability at the General Services Office.

Office or Division	General Services Offic	General Services Office (GSO)			
Classification:		Simple			
Type of Transacti		G2G – Government to Government			
Who may avail:		Separated employees of Pasay City Government, Officials of National			
		Government Agencies with property accountability to the City Government			
	and those employees	and those employees who wish to travel abroad and avail more than thirty			
	(30) days leave of abs	(30) days leave of absence shall secure clearance from property			
	accountability at the G	eneral Servi			
	OF REQUIREMENTS		WHERE TO S	SECURE	
Duly Accomplished					
(1 original, 3 duplic					
- Clearance F	orm			t if currently employed,	
5	,		O, if separated		
- Details of th	ne form	Applicant	DD 00E00INO	DEBOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Submit duly	Acknowledge receipt of	None	2 Minutes	MARVIN D. GARCIA	
Submit duly accomplished	Clearance Form.	None	2 Milliules	Administrative Officer II	
Clearance	Olearance Form.			(GSO)	
Form at the	1.1 Check and verify	None			
receiving	accountability from the			MARICAR C. FRIAS	
counter of	database of Property			Administrative Officer III (GSO)	
GSO, and	Acknowledgement			(000)	
wait for further	Receipt (PAR) and			JANELYNN F. MARTIR	
instructions.	Report on the Physical			Administrative Officer III	
	Count of Property,			(GSO)	
	Plant & Equipment			ALL AINLEDDEDT A	
	(RPCPPE)/Report on			ALLAIN EDBERT A. VELASCO	
	Physical Count of			Administrative Officer IV	
	Inventories (RPCI)			(GSO)	
	a. Without		10 Minutes		
	accountability		10 111111111111111111111111111111111111		
	b. With accountability:		3 Hours		



	prepare PAR for transfer of accountabilities, verify physical existence of the items, and have the next responsible ranking personnel to sign.			
2. Receive the signed Clearance Form at the GSO releasing counter.	 Approve the Clearance Form. Release the duly approved Clearance Form and the cancelled original PAR, if any, to the requesting party, and retain a photocopy thereof. 	None	15 Minutes	ARBIE B. SABULAO Officer-in-Charge (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) MARVIN D. GARCIA Administrative Officer II (GSO)
	TOTAL:	None	Without Accountability: 27 Minutes With Accountability: 3 Hours and 17 Minutes	

57. Return of Unserviceable Property/Waste Material

Concerned Department/Office/NGA is obliged to return to the General Services Office all unserviceable properties previously recorded as assets and/or waste materials incidental in the repair of equipment/ machinery so that they may be properly disposed of and dropped from the books of accounts.

Office or Division:	General Services Office (GSO)
Classification:	Simple



Type of Transaction:	G2G – Government to	Government			
Who may avail:	All Departments/Offices of the City Government and National Government				
	Agencies assigned in the City				
CHECKLIST OF R	OF REQUIREMENTS WHERE TO SECURE				
Duly Accomplished Prop	erty Return Slip/Waste				
Material Report Form	-				

(1 original, 1 duplicate):
- Property Return Slip/Waste Material
Report Form

General Services Office (GSO)

- Details of the form

Department/Office/NGA

- Details of the form		Departition	II/OIIICE/NGA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Property Return Slip/Waste Material Report Form at the receiving counter of GSO.	 Receive and verify correctness of the details in the form. Determine the status of the equipment if for disposal, transfer, unserviceable and/or for repair. For minimal items store the unserviceable property/waste material in the Stock Room. For bulky items, verify on site and inform the end-user to safeguard the items for disposal later in an as is, where is basis. 	None	2 Minutes 1 Hour (within the City Hall Building) 3 Hours (outside the City Hall Building)	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO)



			T	
	1.4 Approve the PRS/WMR upon receipt of the actual items			
2. Claim the receiving copy of the Property Return Slip/Waste Material Report at the releasing counter of the GSO.	returned. 2. Release a copy of the approved Property Return Slip/Waste Material Report and cancelled PAR.	None	5 Minutes	MARVIN D. GARCIA Administrative Officer II (GSO) MARICAR C. FRIAS Administrative Officer III (GSO) JANELYNN F. MARTIR
2.1 Sign the Inventory and Inspection Report of Unserviceable Property and return the same to the GSO.	2.1 Prepare Inventory and Inspection Report of Unserviceable Property (IIRUP) with inhouse appraisal for signature by the end-user office/ department. 2.3 Submit copy of IIRUP and its attachments to COA for appropriate action. 2.4 Submit copy of IIRUP and its attachments to the Property Disposal Committee for	None	3 Hours	Administrative Officer III (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) ARBIE B. SABULAO Officer-in-Charge (GSO)



proceedings.			
TOTAL:	None	4 Hours and 7 Minutes (within the City Hall Building)	
		6 Hours and 7 Minutes (outside the City Hall Building)	

58. Securing Certifications (GSIS)

Securing Certifications of Government Service Insurance System (GSIS) premium contributions, loan payments, etc., from the City Accounting Office.

For 2017-present records:

Office or Division:	City Accounting Office (CAcctgO) – Billing & Remittances Section		
Classification:	Simple		
Type of Transaction:	G2G – Governr	ment to Government	
Who may avail:		Government employees	
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE	
Principal			
Duly accomplished GSIS	Member's		
Request Form:			
- GSIS Member's R		GSIS	
 Data/information to 	be indicated	Requester	
in the form			
Records of Reconciliation	n of	CAcctgO	
Compulsory Premiums of	f the requesting		
employee			
(1 photocopy)			
Representative			
Authorization letter or letter request		Person Represented (Requester/Document Owner)	
(1 original)			
Any government ID card of the person		Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,	
represented (Requester/Document		GSIS, COMELEC, LTO	
Owner)			
(1 original)			
Any government ID card	of the	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,	



representative (1 original)	GSIS, COMELEC, LTO
Duly accomplished GSIS Member's	
Request Form:	
- GSIS Member's Request Form	GSIS
 Data/information to be indicated 	Person Represented (Requester/Document Owner)
in the form	
Records of Reconciliation of	CAcctgO
Compulsory Premiums of the person	
represented (Requester/Document	
Owner) (1 photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the duly accomplished requisition form	Process the GSIS Certification:	None	2 Days, 7 Hours and 53 Minutes	LARRY RAY I. ORTEGA Administrative Aide IV (CAcctgO)
and present other requirements to the City	1.1 Prepare the certification.			MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
Accounting Office- Receiving	1.2 Check the certification.			(Ortoolgo)
Section.	1.3 Sign the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA OIC-City Accountant (CAcctgO)
2. Claim the requested document from the City Accounting Office.	2. Release the certification to the client.	None	5 Minutes	LARRY RAY I. ORTEGA Administrative Aide IV (CAcctgO)
	TOTAL:	None	3 Days	

For 2013 - 2016 records:

Office or Division:	City Accounting Office – Billing & Remittances Section		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All Pasay City Government employees		
CHECKLIST OF REQU	WHERE TO SECURE		



Principal	
Duly accomplished GSIS Member's	
Request Form:	
- GSIS Member's Request Form	GSIS
 Data/information to be 	Requester
indicated in the form	· ·
Records of Reconciliation of	CAcctgO
Compulsory Premiums of the	
requesting employee	
Representative	
Authorization letter or letter request	Person Represented (Requester/Document Owner)
Any government ID card of the	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,
person represented	GSIS, COMELEC, LTO
(Requester/Document Owner)	
(1 original)	
Any government ID card of the	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,
Representative (1 original)	GSIS, COMELEC, LTO
Duly accomplished GSIS Member's	
Request Form:	
- GSIS Member's Request Form	GSIS
 Data/information to be 	(Requester/Document Owner)
indicated in the form	
Records of Reconciliation of	CAcctgO
Compulsory Premiums of the person	
represented (Requester/Document	
Owner) (1 photocopy)	
AOFNOV	FEEC TO DECOME DEDOON

Owner) (1 priotocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished requisition form and	1. Process the GSIS Certification:	None	6 Days, 7 Hours and 53 Minutes	LARRY RAY I. ORTEGA Administrative Aide IV (CAcctgO)
present other requirements to the City Accounting Office-Receiving Section.	1.1 Prepare the certification.1.2 Check the certification.			MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
	1.3 Sign the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA OIC-City Accountant (CAcctgO)
2. Claim the	2. Release the certification to	None	5 Minutes	LARRY RAY I. ORTEGA Administrative Aide IV



requested	the employee.			(CAcctgO)
document from				
the City				
Accounting				
Office-				
Releasing				
Section.				
	TOTAL:	None	7 Days	

For 2012 and below records:			
Office or Division:	City Accounting Office (CAcctgO) – Billing & Remittances Section		
Classification:	Highly Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All Pasay City	Government employees	
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE	
Principal			
Duly accomplished GSIS	6 Member's		
Request Form:			
- GSIS Member's R	•	GSIS	
- Data/information t	o be indicated	Requester	
in the form	f	•	
Records of Reconciliatio	_	CAcctgO	
Compulsory Premiums o	ir the		
requesting employee			
Representative	tor request	Parson Panracontod (Paguastar/Dagument Owner)	
Any government ID card		Person Represented (Requester/Document Owner) Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,	
Any government ID card of the person represented (Requester/Document		GSIS, COMELEC, LTO	
Owner)	Document	GOIG, GOMELEO, ETO	
(1 original)			
Any government ID card	of the	Pasay-LGU-HRMDO, BIR, Post Office, PSA, SSS,	
representative (1 original		GSIS, COMELEC, LTO	
Duly accomplished GSIS	<i>'</i>	,	
Request Form:			
- GSIS Member's Request Form		GSIS	
- Data/information to be indicated		(Requester/Document Owner)	
in the form			
Records of Reconciliation of		CAcctgO	
Compulsory Premiums of the person			
represented			
(Requester/Document O	wner)		
(1 photocopy)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the duly accomplished	Process the GSIS Certification:	None	19 Days, 7 Hours and 53 Minutes	LARRY RAY I. ORTEGA Administrative Aide IV (CAcctgO)
requisition form and present other requirements to the City Accounting	1.1 Prepare the certification.1.2 Check the certification.			MARICEL B. ROBLES Senior Administrative Assistant IV (CAcctgO)
Office- Receiving Section.	1.3 Sign the certification.		2 Minutes	FULGENCIO M. DARUNDAY, CPA OIC-City Accountant (CAcctgO)
2. Claim the requested document from the City Accounting Office.	2. Release the certification to the client.	None	5 Minutes	LARRY RAY I. ORTEGA Administrative Aide IV (CAcctgO)
	TOTAL:	None	20 Days	

59. Security Assistance to City Government Departments/Offices

The Public Order and Safety Unit provide security assistance to city government departments/offices, as may be required from time to time.

Office or Division:	Public Order and	Public Order and Safety Unit (POSU)		
Classification:	Simple	Simple		
Type of Transaction:	G2G – Governme	ent to Gover	nment	
Who may avail:	All Pasay City Go	vernment D	epartments/Office	S
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE
Approved written request or memo from concerned department/office				
- Written Reque	- Written Request (1 photocopy) - Approval thereof (1 photocopy)		department/office 's Office	e
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved written request to	Receive the approved	None	2 Minutes	ROWENA P. CANLAS Administrative Aide IV (POSU)



POSU Office Receiving Section.	written request.			SAMARITA B. MARIANO Security Guard I (POSU)
2. Discuss with the assigned POSU personnel the details of request such as security assistance needed in specific areas where task/ assignment/ program will be executed or implemented.	2. Note the details of request and confirm the extension of security assistance. 2.1 Meet the POSU Security Team for their deployment after providing instructions on their task assignment/s.	None	58 Minutes	ROBERTO A. GONZAGA Security Agent II (POSU Operations Team/Task Force) or POSU OPERATIONS TEAM/TASK FORCE NOEL M. SAURA Security Officer II/ Officer-in-Charge (POSU)
	TOTAL:	None	1 Hour	

60. Signing of Checks for Payment of Various Obligations

The Office of the City Vice Mayor processes the check signing for the payment of various obligations of the City Government departments/offices under the Legislative Department.

Office or Division:	Office of the City Vice Mayor (OCVM)		
Classification:	Simple		
Type of Transaction:	G2G – Governme	nt to Government; G2C-Government to Citizen	
Who may avail:	Employees, former employees, and other offices under the legislative department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Payment of Salary:		Human Resource Management and Development Office (HRMDO), City Budget Office (CBO), City Accounting Office (CAcctgO), City Treasurer's Office (CTO) CTO, CAcctgO	
For Payment of Terminal Leave			



				No.
Benefits:				
- Approved Vou	cher (1 original)	HRMDO, CBC	O, CAcctgO, CTO	
 Approved Oblig 	gation Request	HRMDO, CBC)	
(1 original)				
 Approved Leav 	e Application	HRMDO		
(1 original)				
	f Terminal Leave	HRMDO		
(1 original)				
For Payment of Sem			0=0	
	cher (1 original)	CAcctgO and		
• •	gation Request	Concerned De	epartment/Office,	CBO
(1 original)				
<u> </u>	rel Order (1 original)	OCVM		
For Payment of Serv	-			
	cher (1_original)	General Services Office, CAcctgO, CTO, OCVM		
	gation Request	Concerned De	epartment/Office,	CBO, OCVM
(1 original)	4.051101/		DD 00500110	DEDOON
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
4 0 1 1 1	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit check	1. Evaluate the	None	7 Hours	RICHARD T. FELIX
and supporting	documents.		25 Minutes	Supervising
documents to				Administrative
the Administrative				Officer
Section of the	1.1 Check will then			(OCVM)
Office of the	be forwarded to			
Vice Mayor for	the Vice Mayor			ROLANDO M.
review of				OSIT
documents.	for his approval			Administrative Assistant II
aocamento.				ASSISTANT II

	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit check and supporting documents to the Administrative Section of the Office of the Vice Mayor for review of documents.	Evaluate the documents. 1.1 Check will then be forwarded to the Vice Mayor for his approval	None	7 Hours 25 Minutes	RICHARD T. FELIX Supervising Administrative Officer (OCVM) ROLANDO M. OSIT Administrative Assistant II (OCVM)
	1.2Transmit the signed checks to the Office of the City Accountant for proper action	None	30 Minutes	ANGELITO S. DELA CRUZ Administrative Assistant II (OCVM) ROMMEL M. TORRES Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M.



				CASTRO Administrative Aide I (OCVM)
2. Follow-up the status of check at the OCVM.	2. Advise the client that the check has been signed, and was already transmitted to City Accountant's Office.	None	5 Minutes	ARNEL A. UBALDE Administrative Officer IV (OCVM) ROMMEL M. TORRES Administrative Aide I (OCVM)
	TOTAL	None	1 Day	

61. Signing of Pasay City Government's (PCG) Clearance Form

The Office of the City Vice Mayor signs the PCG Clearance Form of City Government employees under the Legislative Department.

Office or Division:	Office of the Vice	Office of the Vice Mayor (OCVM)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governme	nt to Governme	nt		
Who may avail:	Employees of the	Legislative Dep	artment		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Duly accomplished PC (1 original): - PCG Clearance - Information/det in the form		OCVM Requesting Pa	rty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the duly accomplished form to the Administrative Section of the OCVM for evaluation.	1. Evaluate the entries on the PCG Clearance Form to check and verify data.	None	5 Minutes	RICHARD T. FELIX Supervising Administrative Officer (OCVM)	
	1.2 Forward the	None	1 Day	ROLANDO M. OSIT	



	PCG Clearance Form to the Vice Mayor for signature.			Administrative Assistant II (OCVM)
2 Claim the approved PCG Clearance Form from the OCVM.	2. Release the approved PCG Clearance Form to the requesting party.	None	5 Minutes	ROMMEL M. TORRES Administrative Aide I (OCVM) EDUARDO LUIS RAYMUNDO M. CASTRO Administrative Aide I (OCVM)
	TOTAL:	None	1 Day and 10 Minutes	

62. System Access for Automated Systems

The Information and Communications Technology Office provides User's Access to City Government departments/offices.

Office or Division:	Information & Cor	Information & Communications Technology Office (ICTO)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Governme	ent to Governm	ent		
Who may avail:	All Departments/0	Offices of Pasa	y City Governmen	nt	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE	
Request Letter or		Requesting d	epartment/office		
Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee		, ,	epartment/office		
Local Area Network		ICTO			
UTP cable (length dep		Requesting d	epartment/office		
location of the PC from the patch panel)		D			
RJ45 connector (2 pieces per cable)		Requesting department/office		DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Endorse the	1. Accept and	None	1 Minute	CLAIRE S. SANTOS Data Controller II/	



request letter or submit the duly accomplished request form to the ICTO.	acknowledge the request letter/form; and forward the same to the concerned ICTO personnel for appropriate action.			Front Desk Officer (ICTO)
Wait for the processing of the said request by the ICTO.	2. Process the request by creating Systems User's Access for the requesting department/ office.	None	3 Minutes	TERESITA T. ESPIRITU Information Technology Officer I/System Administrator (ICTO)
3. Proceed to the System Administrator of the ICTO for the activation of user's access.	3. Provide account name for the user of the requesting department/ office, and ask him/her to key in password thereat.	None	1 Minute	TERESITA T. ESPIRITU Information Technology Officer I/System Administrator (ICTO)
	TOTAL:	None	5 Minutes	

63. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Processing of Purchase Order (PO) and Notice to Proceed (NTP)

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

Office or Division:	General Services Office (GSO)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Offices/Departments of the City Government and National Government



Agencies (NGAs) financially assisted by the City Government			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Signed BAC Resolution (2 original)	BAC Secretariat		
Signed Notice of Award (2 original, 1 duplicate)	BAC Secretariat		
Bid Evaluation Report (1 original)	BAC Secretariat		
Post-Qualification Report (1 original)	BAC Secretariat		
Eligibility Requirements (1 original, 1 duplicate)	BAC Secretariat		
Purchase Request (2 original, 2 duplicate)	Requesting Department/Office/NGA		
Obligation Request (2 original, 2 duplicate)	Requesting Department/Office/NGA		
Certificate of Availability of Appropriation (CAA) (2 original)	Requesting Department/Office/NGA		
Annual Procurement Plan (APP) (1 photocopy)	Requesting Department/Office/NGA		
Project Procurement Management Plan (PPMP) (1 photocopy)	Requesting Department/Office/NGA		
Project Brief/Project Proposal (1 original, 1 certified true copy)	Requesting Department/Office/NGA		
Specifications/Terms of Reference/Scope of Works (1 original, 1 certified true copy)	Requesting Department/Office/NGA		
Certificate of Canvass/Price Certification (1 original, 1 certified true copy)	Requesting Department/Office/NGA		
If for repair of equipment/machinery:	GSO		
Request for Pre-Repair Inspection			
(1 original, 1 certified true copy)			

(1 original, 1 oortinoa	6.0 00 7			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly signed BAC Resolution and Notice of Award and other relative bidding documents.	1. Check the completeness of the submitted bidding documents and inform the supplier/contractor to submit Performance Bond.	None	5 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer /BAC Secretariat Member (GSO)
	1.1 Prepare the PO and NTP and transmit to the Office of the Mayor for approval and signature.	None	15 Minutes	MERCYDITA A. IGUIS Administrative Officer I (GSO)
2. Endorse PO and NTP duly signed and approved by the City Mayor to	2. Receive the duly signed and approved PO and NTP and inform the	None	3 Minutes	FE ESPERANZA S. SEIJO Supervising Administrative Officer /BAC Secretariat



GSO.	supplier/contractor for signature.			Member (GSO)
2.1 Receive the	2.4 Dramana transmittal	Nana	C Minutes	ALLAIN EDBERT A.
signed PO.	2.1 Prepare transmittal of copy of signed PO/Contract for submission to the Commission on Audit (COA) and to	None	5 Minutes	VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS
	the end-user office/department.			Administrative Officer III (GSO)
		N. 1	0.54:	ARBIE B. SABULAO
	2.2 Check, sign and submit the transmittal and its attachments.	None	2 Minutes	Officer-in-Charge (GSO)
	TOTAL:	None	30 Minutes	

Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184

64. Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) – Review of Purchase Request and Other Documentary Requirements

General Services Office provides assistance and support in the procurement of materials, supplies and other items for programs, projects and activities of all offices/departments of the City Government including National Government Agencies (NGAs).

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to	Government		
Who may avail:	All Offices/Department	s of the City Government and National Government		
	Agencies (NGAs) finar	cially assisted by the City Government		
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
Purchase Request (2 or	iginal, 2 duplicate)	Requesting Department/Office/NGA		
Obligation Request (2 or	riginal, 2 duplicate)	Requesting Department/Office/NGA		
Certificate of Availability of Appropriation (CAA) (2 original)		Requesting Department/Office/NGA		
Annual Procurement Plan (APP) (1 photocopy)		Requesting Department/Office/NGA		
Project Procurement Management Plan (PPMP) (1 photocopy)		Requesting Department/Office/NGA		
Project Brief/Project Pro 1 certified true copy)	posal (1 original,	Requesting Department/Office/NGA		



Specifications/Terms of Reference/Scope of Works (1 original, 1 certified true copy)	Requesting Department/Office/NGA				
Certificate of Canvass/Price Certification (1 original, 1 certified true copy)	Requesting Department/Office/NGA				
If for repair of equipment/machinery: Request for Pre-Repair Inspection (1 original, 1 certified true copy)	GSO				
			DEDGGU		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Purchase Request (PR) and Certificate of Availability of Appropriation (CAA) together with complete requirements at the receiving counter of GSO.	4. Check the completeness of the submitted documents, and transmit the same to the Head of the Bids and Awards Committee (BAC) Secretariat for proper action.	None	5 Minutes	BAC Secretariat Members: FE ESPERANZA S. SEIJO Supervising Administrative Officer (GSO) ALLAIN EDBERT A. VELASCO Administrative Officer IV (GSO) MARICAR C. FRIAS Administrative Officer III (GSO)
	TOTAL:	None	5 Minutes	

Technical Assistance and Support in the Procurement of Materials, Supplies and Other Items for Programs, Projects and Activities (PPAs) is covered under R.A. 9184

65. Technical Support to the Activities of Different Offices

The Information and Communications Technology Office serves as the Technical Support in all the Department/Offices of Pasay City Government

Office or Division:	Information & Com	Information & Communications Technology Office (ICTO)				
Classification:	Simple	Simple				
Type of Transaction:	G2G – Government to Government					
Who may avail:		fices of Pasay City Government				
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE					
Request Letter or		Requesting department/office				
Duly Accomplished request form: (1 original) - Request Form - Information of the request and		ICTO Requesting department/office				



signature of the				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorse the request letter or submit the duly accomplished request form to the ICTO.	Accept and acknowledge the request letter/form.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO)
2. Wait for the processing of the said request by the ICTO.	2. Process the request by assigning Technical Personnel who will perform such activity.	None	3 Minutes	TERESITA T. ESPIRITU Information Technology Officer I/ Administrative Support Section (ICTO)
3. Follow-up status of your request at the ICTO.	3. Inform the contact person from the concerned office/ department of the action taken with regard to the said request.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO)
	TOTAL:	None	5 Minutes	

66. Uploading & Posting of Official Documents to Pasay City Website/Scanning of Documents

The Information and Communications Technology Office manages the Pasay City Official Website (www.pasay.gov.ph), which is a web portal where Pasayenos can acquire updated information 24 hours a day, seven days a week (24/7), about the city's activities on revenue collection, planning and administration, public services management, legislation and regulation, including latest news and updates about the city.

Office or Division:	Information & Communications Technology Office (ICTO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices of Pasay City Government			



CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE					
Request Letter or	Requesting d	epartment/office					
Duly Accomplished request form: (1 original) - Request Form - Information of the request and signature of the requestee		ICTO Requesting d	epartment/office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Endorse the request letter or submit the duly accomplished request form to the ICTO.	1. Accept and acknowledge the request letter/form; and forward the same to the concerned ICTO Personnel for appropriate action.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO)			
2. Wait for the processing of the said request by the ICTO.	2. Process the request by performing website coding, updating and file uploading on the portal of the City Government	None	3 Minutes	ROBERTO M. VILLALUNA Senior Administrative Assistant I/Web Administrator (ICTO)			
3. Follow-up status of your request at the ICTO.	3. Inform the contact person from the concerned office/ department of with regard to the said request.	None	1 Minute	CLAIRE S. SANTOS Data Controller II/ Front Desk Officer (ICTO)			
	TOTAL:	None	5 Minutes				



FEEDBACK AND COMPLAINTS MECHANISMS

FEEDBACK AN	D COMPLAINTS MECHANISM
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Pasay City Government-Public Assistance and Complaints Desk (PCG-PACD) at the Ground Floor of Pasay City Hall
	or
	You may send your feedback by sending your PM to the Official FB Account of the Public Information Office (PIO).
	Contact info: Human Resource Management and Development Office (HRMDO) at 888-PASAY (72729) local 1253, and PIO at 888-PASAY (72729) local 1284 and 1285.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned personnel at the PCG-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the HRMDO.
	Feedback forms are forwarded to concerned departments/offices for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the assigned personnel from the PIO will check the messenger inbox of the PIO Facebook Account. Screenshots of messages will be forwarded to concerned department/office for proper action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: (HRMDO) at 888-PASAY



	(70700) 14050 1510 1000				
	(72729) local 1253 and PIO at 888-				
How to file a complaint	PASAY (72729) local 1284 and 1285. Answer the feedback/complaint form, and drop it in the suggestion box in front of the PCG-PACD at the Ground Floor of Pasay City Hall.				
	Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit:				
	Name of the person being complainedIncidentEvidence				
	Or				
	You may visit the official page of PIO and send your complaint thru PM.				
	For inquiries and follow-ups, citizen may contact #s: (HRMDO) at 888-PASAY (72729) local 1253, and PIO at 888-PASAY (72729) local 1284 and 1285.				
How complaints are processed	The personnel at the PCG-PACD opens the suggestion box every 4:00 P.M. on a daily basis, retrieves the enclosed forms, and forwards the same at the Human Resource Management and Development Office (HRMDO).				
	The HRMDO Complaint and Investigation Unit shall evaluate the complaint or client concern and forward it to concerned departments/offices for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their complaint.				
	Or				



	On a daily basis, the assigned personnel from the PIO will check the messenger inbox of the PIO Facebook Account. Screenshots of messages will be forwarded to concerned department/office for proper action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: HRMDO at 888-PASAY (72729) local 1253, and PIO at 888-PASAY (72729) local 1284 and 1285.
Contact Information of CCB, PCC,	ARTA: complaints@arta.gov.ph
ARTA	8478-5093
	PCC: 8888
	CCB: 0908-8816565



DIRECTORY OF DEPARTMENTS/ OFFICES' FEEDBACK AND COMPLAINTS MECHANISMS

	FEEDBACI			ND COMPLAINTS		CONTACT INFO				
LOCATION	DEPARTM	IENT/OFFICE	MECHANISMS	TOT PROCE TIM	SSING //E	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	CP		LINK	
			FIRS		F L O					
Room #102, Pasay City Hall	City Treasurer's Office	Tanggapan ng Ingat-Yaman ng Lungsod	Suggestion Box, Tel. No., Email Address	72 H	72 H	888- PASAY (72729) Local 1102	-	pasaycto.adm n@gmail.com	-	FCSF, HCSMQ
Room #103, Pasay City Hall	Information & Communi- cations Technology Office	Tanggapan ng Teknolohiyang Pang- impormasyon at Komunikasyon	Suggestion Box, Tel. Nos., Email Address	2 D	2 D	888- PASAY (72729) Local 1110	-	icto@pasay.go v.ph	-	FCSF, HCSMQ
Room #104, Pasay City Hall	Local Civil Registry Office	Tanggapang Lokal ng Patalaang Sibil	Suggestion Box, Tel. Nos., Email Address FB Page	48 H	48 H	888- PASAY (72729) Local Nos. 1131, 1132, 1133	-	lcropasay@g mail.com	@Icropa say	FCSF, HCSMQ
Room #105, Pasay City Hall	General Services Office	Tanggapan ng Pang- kalahatang Serbisyo	Suggestion Box, Tel. Nos., Email Address	48 H	48 H	888- PASAY (72729) Local 1123	-	gso@pasay.g ov.ph	-	FCSF, HCSMQ



			FEEDBACK AND	COMPL	AINTS		CON	TACT INFO		
LOCATION	DEPARTI	MENT/OFFICE	MECHANISMS	TOT PROCE TIM	SSING	NO) .	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	CP			
Room #106, Pasay City Hall	City Health Office	Tanggapan ng Kalusugan ng Lungsod	Suggestion Box, Tel. No., Email Address	2 D	2 WD	888- PASAY (72729) Local 1142	-	pasaycityhe althoffice@y ahoo.com.p h	-	FCSF, HCSMQ
Room #110, Pasay City Hall	City Assessor's Office	Tanggapan ng Tagatasa ng Lungsod	Suggestion box, Tel. No., Email Address	2 D	2 WD	888- PASAY (72729) Local Nos. 1161, 1162, 1163, 1164	-	assessorpas ay@gmail.c om.	-	FCSF, HCSMQ
Room #112, Pasay City Hall	Board of Tax Appeal	Lupong Lokal ng Pag-apela sa Pagtatasa	Suggestion Box, Tel. No., Email Addresses	24 H	24 H	888- PASAY (72729) Local 1151	-	boardoftaxa ppeals@gm ail.com bentulanluis a@gmail.co m	-	FCSF, HCSMQ



			FEEDBACK AND	COMPLA	AINTS		CON	TACT INFO		
LOCATION	DEPARTM	IENT/OFFICE	MECHANISMS	TOT PROCE TIM	SSING ME	NC		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
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Room #201, Pasay City Hall	People's Law Enforce- ment Board	Lupon sa Pag- papatupad ng Batas ng Mamamayan	Suggestion Box, Tel. No., Email Address FB Page	48 H	3 WD	888- PASAY (72729) Local 1293	-	plebpasay@ya hoo.com	PLEB Pasay Facebo ok	FCSF, HCSMQ
Room #203, Pasay City Hall	City Mayor's Office	Tanggapan ng Alkalde ng Lungsod	Suggestion Box, Tel. Nos., Email Address	1 D	1 D	888- PASAY (72729) Local Nos. 1201, 1207,	-	mayor_emi@p asay.gov.ph	Mayor Emi Calixto- Rubiano	FCSF, HCSMQ
Room #203, Pasay City Hall	Internal Audit Services Office	Tanggapan ng Serbisyong Awdit Internal	Suggestion Box, CP No., Email Address	48 H	48 H	888- PASAY (72729) Local 1219	(0961) 114316 7	iaso.pasaylgu @gmail.com	-	FCSF, HCSMQ
Room #204, Pasay City Hall	City Adminis- trator's Office	Tanggapan ng Taga- pangasiwa ng Lungsod	Suggestion Box, Tel. No.	24 H	24 H	888- PASAY (72729) Local Nos. 1233, 1234	-	pasay.caoffice @gmail.com	-	FCSF, HCSMQ



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LOCATION	DEPARTMI	ENT/OFFICE	MECHANISM S	TOT PROCE TIM	SSING	NO	Ο.	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
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Room #205, Pasay City Hall	City Legal Office	Tanggapan ng Pinunong Pambatas ng Lungsod	Suggestion Box, Tel. Nos.	48 H	48 H	888- PASAY (72729) Local 1243	-	-	-	FCSF, HCSMQ
Room #206, Pasay City Hall	Human Resource Manage- ment & Develop- ment Office	Tanggapan ng Pamamahal a at Pagpapaun- lad ng Yamang Tao	Suggestion Box, Tel. No., FB Page	48 H	48 H	888- PASAY (72729) Local 1253	-	-	@pasayhr	FCSF, HCSMQ
Room #207, Pasay City Hall	Business Permits and Licensing Office	Tanggapan ng Permiso at Paglilisen- sya sa Negosyo	Suggestion Box, Tel. Nos., Email Addresses, FB Page	24 H	24 H	888- PASAY (72729) Local Nos. 1246, 1247	-	pasay.bplo @gmail.co m bplo@pas ay.gov.ph	https://ww w.faceboo k.com/BP LOPasay City	FCSF, HCSMQ



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LOCATION	DEPARTMI	ENT/OFFICE	MECHANISM S	TOT PROCE TIM	SSING	N	0.	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
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Room #208, Pasay City Hall	Pasay Social Welfare Develop- ment Department	Kagawaran ng Kagalingang Panlipunan at Pagpapaun- lad ng Pasay	Suggestion box, Tel. No., Email Addresses, FB Page	48 H	48 H	888- PASAY (72729) Local 1258	-	pswdpasay city@yaho o.com.ph pswddpas aycity@gm ail.com	https://ww w.faceboo k.com/ps wdd.pasa Y	FCSF, HCSMQ
Room #209, Pasay City Hall	Urban Develop- ment and Housing Office	Tanggapan ng Panlungsod na Pagpapaun- lad at Pabahay	Suggestion box, Tel. and CP Nos., FB Page	48 H	48 H	888- PASAY (72729) Local Nos. 1262, 1263	(0906) 209152 5	-	Udho Pasay (official)	FCSF, HCSMQ
Room #210, Pasay City Hall	City Budget Office	Tanggapan ng Badyet ng Lungsod	Suggestion box, Tel. No., Email Address	48 H	48 H	888- PASAY (72729) Local Nos. 1270, 1271	-	citybudget office.pasa y@gmail.c om	-	FCSF, HCSMQ



			FEEDBACK AND	COMPL	AINTS		CONT	ACT INFO		
LOCATION	DEPARTM	ENT/OFFICE	MECHANISMS	PROCE	TAL ESSING ME	N	10.	EMAIL ADDRES S	FB PAGE/ LINK/@	FORM/S
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Room #211, Pasay City Hall	City Planning & Develop- ment Office	Tanggapan ng Pagpaplano at Pagpapa- unlad ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	888- PASAY (72729) Local Nos. 1274, 1275	-	cpdopasa y@gmail. com.	-	FCSF, HCSMQ
Room #212, Pasay City Hall	Tricycle and Pedicab Franchising Regulatory Office	Tanggapan ng Nanganga- siwa ng Prangkisa ng Traysikel at Padyak	Suggestion box, Tel. No. Email Address	36 H	3 D	888- PASAY (72729) Local Nos. 1277, 1278, 1279	-	tpfropasa ygov@gm ail.com	-	FCSF, HCSMQ
Room #214, Pasay City Hall	Public Information Office	Tanggapan ng Impormas- yong Pampubliko	Suggestion box, Tel. No., Email Address FB Page	1 D	1 D and 10 M	888- PASAY (72729) Local 1284	-	pasaypio @gmail.c om	@pasaypi o	FCSF, HCSMQ
Room #216, Pasay City Hall	City Anti- Drugs Abuse Council	Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod	Suggestion box, CP Nos., FB Page	48 H	48 H	888- PASAY (72729) Local Nos. 1290, 1291	(0966) 7957565 (0960) 5897760	-	@pasaycit ycadac	FCSF, HCSMQ



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LOCATION	DEPARTM	ENT/OFFICE	MECHANISMS	PROCI	TAL ESSING ME	N	10.	EMAIL ADDRES S	FB PAGE/ LINK/@	FORM/S
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Room #303, Pasay City Hall	Pasay City Barangay Bureau	Kawanihang Pambarangay ng Lungsod Pasay	Suggestion box, Tel. No., Email Address FB Page	3 D	3 D	888- PASAY (72729) Local Nos. 1351, 1352, 1353	-	pcbbpasa y@gmail. com	https://ww w.faceboo k.com/PC BB2017/	FCSF, HCSMQ
Room #304, Pasay City Hall	Pasay City Environment & Natural Resources Office	Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay	Suggestion box, Tel. No.	48 H	48 H	888- PASAY (72729) Local 1332	-	-	-	FCSF, HCSMQ
Room #305, Pasay City Hall	City Accounting Office	Tanggapan ng Akawnting ng Lungsod	Suggestion box, Tel. No.	24 H	24 H	888- PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347	-	-	-	FCSF, HCSMQ



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Room #306, Pasay City Hall	Pasay City Public Library	Pampublikong Aklatan ng Lungsod Pasay	Suggestion box, Tel. No., Email Address FB Page	2 D	2 WD	888- PASAY (72729) Local 1362	-	pcpl50@ya hoo.com	https://ww w.faceboo k.com/PS YCTYPUB LIB50	FCSF, HCSMQ
Room #307, Pasay City Hall	Public Order & Safety Unit	Yunit ng Pampublikong Kaayusan at Kaligtasan	Suggestion box, Tel. No., Email Address FB Page	2 D	2 WD	888- PASAY (72729) Local Nos. 1351, 1352, 1353	-	posu.pasay @gmail.co m	https://ww w.faceboo k.com/PO SUPasay	FCSF, HCSMQ
Room #308, Pasay City Hall	Pasay City Disaster Risk Reduction & Management Office	Tanggapan ng Pagbawas at Pamamahala sa Panganib na Dulot ng Sakuna ng Lungsod Pasay	Suggestion box, Tel. Nos., Email Addresses, FB Page	48 H	48 H	888- PASAY (72729) Local Nos. 1371, 1372, 1373	-	drrmo@pas ay.gov.ph pasaycdrrm o@gmail.co m	https://ww w.faceboo k.com/pcd rrmorescu e/	FCSF, HCSMQ
Room #310, Pasay City Hall	Public Employment Services Office	Tanggapan ng Pampublikong Serbisyong Pang-empleo	Suggestion box, Tel. No. Email Address, FB Page	24 H	24 H	888- PASAY (72729) Local 1321	-	pesopasay @gmail.co m	https://ww w.faceboo k.com/itsp esopasay	FCSF, HCSMQ



			FEEDBACK AN	D COMPL	AINTS		CON	TACT INFO		
LOCATION	DEPARTME	ENT/OFFICE	MECHANISMS	TOT PROCE TIM	SSING	NO		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
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Room #311, Pasay City Hall	City Engineer's Office	Tanggapan ng Inhenyeriya ng Lungsod	Suggestion box, Tel. Nos., Email Address	48 H	48 H	888- PASAY (72729) Local 1301	-	engineering @pasay.gov .ph	-	FCSF, HCSMQ
			FOUR	T H	F L	0 0 R				
Room #404, Pasay City Hall	Office of Councilor KING MARLON A. MAGAT	Tanggapan ni Konsehal KING MARLON A. MAGAT	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	888- PASAY (72729) Local Nos. 1405, 1406	-	councilorkhe nmagat@gm ail.com	https://ww w.faceboo k.com/khe nmagat	FCSF, HCSMQ
Room #405, Pasay City Hall	Office of Councilor DONNABEL M. VENDIVEL	Tanggapan ni Konsehala DONNABEL M. VENDIVEL	Suggestion box, Tel. No. Email Address FB Page	24 H	3 D	888- PASAY (72729) Local 1409	-	donnabelven divel@gmail. com	https://ww w.faceboo k.com/kon sehaldonn avendivel	FCSF, HCSMQ
Room #406, Pasay City Hall	Office of Councilor ABRAHAM ALBERT Q. ALVINA	Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA	Suggestion box, Tel. No., Email Address	48 H	48 H	888- PASAY (72729) Local Nos. 1411, 1412	-	councilorabr ahamalbert @gmail.com	-	FCSF, HCSMQ



			FEEDBACK AN	D COMF	PLAINTS		CONT	ACT INFO		
LOCATION	DEPARTME	ENT/OFFICE	MECHANISMS	PROC T	TAL ESSING IME	NC		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
Room #407, Pasay City Hall	Office of Councilor MARLON A. PESEBRE	Tanggapan ni Konsehal MARLON A. PESEBRE	Suggestion box, Tel. No., FB Page	F 48 H	C 48 H	7EL 888- PASAY (72729) Local Nos. 1414, 1415	-	mpesebre1 7@gmail.c om	@Councilo r Marlon Pesebre	FCSF, HCSMQ
Room #408, Pasay City Hall	Office of Councilor ANGELO NICOL P. ARCEO	Tanggapan ni Konsehal ANGELO NICOL P. ARCEO	Suggestion box, Tel. No., Email Address	24 H	24 H	888- PASAY (72729) Local Nos. 1417, 1418	-	teamarceo 2022@gm ail.com	-	FCSF, HCSMQ
Room #409, Pasay City Hall	Office of Councilor JENNIFER D. PANALIGAN	Tanggapan ni Konsehala JENNIFER D. PANALIGAN	Suggestion box, Tel. No., Email Address	24 H	24 H	888- PASAY (72729) Local 1421	-	panaligana Ilanjen@g mail.com	-	FCSF, HCSMQ
Room #410, Pasay City Hall	Office of Councilor MARK ANTHONY A. CALIXTO	Tanggapanni Konsehal MARK ANTHONY A. CALIXTO	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	888- PASAY (72729) Local Nos. 1423, 1424	-	kmc.rm410 @gmail.co m	https://ww w.faceboo k.com/Kon sehalMark Calixto	FCSF, HCSMQ



			FEEDBACK AN	D COMPI	AINTS		СО	NTACT INFO		
LOCATION	DEPARTME	ENT/OFFICE	MECHANISMS	TOT PROCE	SSING	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	СР			
Room #411, Pasay City Hall	Office of Councilor RICARDO E. SANTOS	Tanggapanni Konsehal RICARDO E. SANTOS	Suggestion box, Tel. No., Email Address FB Page	24 H	3 D	888- PASAY (72729) Local 1427	-	konsehalding santos411@ gmail.com	https://ww w.faceboo k.com/kaibi gandingsa ntos	FCSF, HCSMQ
Room #412, Pasay City Hall	Liga ng mga Ba	rangay	Suggestion box, Tel. No., Email Address	1 WD	2 WD	888- PASAY (72729) Local 1430	-	Inbpasay202 4@gmail.co m	-	FCSF, HCSMQ
Room #417, Pasay City Hall	Tourism and Cultural Development Office	Tanggapan ng Pagpapa- unlad ng Turismo at Pangkultura	Suggestion box, Tel. No.	24 H	24 H	888- PASAY (72729) Local Nos. 1451, 1452	-	pasaytouris m@gmail.co m	-	FCSF, HCSMQ
Room #418, Pasay City Hall	SK Federation Office	Tanggapan ng Pederasyon ng Sangguniang Kabataan	Suggestion box, Tel. No., Email Address	48 H	48 H	888- PASAY (72729) Local Nos. 1456, 1457	-	skfederation pasay@gmai l.com	-	FCSF, HCSMQ



			FEEDBACK AN	D COMPI	LAINTS		СО	NTACT INFO		
LOCATION	DEPARTME	ENT/OFFICE	MECHANISMS		TAL ESSING ME	NO.		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	CP			
Room #420, Pasay City Hall	Office of Councilor MARIA ANTONIA C. CUNETA	Tanggapan ni Konsehala MARIA ANTONIA C. CUNETA	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	888- PASAY (72729) Local Nos. 1465, 1466	-	councilortony a@gmail.co m	https://ww w.faceboo k.com/Kon sehalTony aCuneta	FCSF, HCSMQ
Room #421, Pasay City Hall	Office of Councilor MARY GRACE B. SANTOS	Tanggapan ni Konsehala MARY GRACE B. SANTOS	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	888- PASAY (72729) Local Nos. 1468, 1469	-	councilor.gra ce.santos@g mail.com	https://ww w.faceboo k.com/Cou ncilorGrac eSantosOff icial	FCSF, HCSMQ
Room #422, Pasay City Hall	Office of Councilor EDITHA Y. MANGUERRA	Tanggapan ni Konsehala EDITHA Y. MANGUERRA	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	888- PASAY (72729) Local Nos. 1472, 1473	-	counedithma nguerra@gm ail.com	https://ww w.faceboo k.com/edit h.manguer ra.900	FCSF, HCSMQ
Room #423, Pasay City Hall	Office of Councilor JOSE C. ISIDRO JR.	Tanggapan ni Konsehal JOSE C. ISIDRO JR.	Suggestion box, Tel. No., Email Address FB Page	48 H	48 H	888- PASAY (72729) Local Nos. 1475, 1476	-	joeycalixtoisi dro@pasay. gov.ph	@Konseha IJoeyCalixt olsidro	FCSF, HCSMQ



			FEEDBACK AN	D COMPI	LAINTS		СО	NTACT INFO		
LOCATION	DEPARTME	ENT/OFFICE	MECHANISMS	TOT PROCE	SSING	NO.		EMAIL FB PAGI ADDRESS LINK/@		FORM/S
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Room #424, Pasay City Hall	Office of the City Secretariat	Tanggapan ng Kalihim ng Sangguniang Panlungsod	Suggestion box, Tel. No., Email Address FB Page	24 H	24 H	888- PASAY (72729) Local Nos. 1401, 1402, 1431, 1432	-	pasaycitysec retariat@gm ail.com	@secpasa ycity	FCSF, HCSMQ
Room #426, Pasay City Hall	Pasay Cooperative Development Office	Tanggapan ng Pagpapa- unlad ng Kooperatibang Pasay	Suggestion box, Tel. No., Email Address	2 D	2 D	888- PASAY (72729) Local Nos. 1436, 1437, 1438	-	citycoopofc @pasay.gov. ph coop@pasay .gov.ph	https://ww w.faceboo k.com/pas aycitycoop devt	FCSF, HCSMQ
Room #427, Pasay City Hall	City Vice Mayor's Office	Tanggapan ng Bise Alkalde ng Lungsod	Suggestion box, Tel. No., Email Address	1 D	1 D	888- PASAY (72729) Local 1443	-	vmyetbo64 @yahoo.co m.	-	FCSF, HCSMQ



			FEEDBACK AN	EEDBACK AND COMPLAINTS CONTACT INFO						
LOCATION	DEPARTMENT/OFFICE		MECHANISMS	PROCE	TAL ESSING ME	١	10 .	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
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Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City	City Prosecutor's Office	Tanggapan ng Taga-Usig ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	8824- 0433	-	ocppasay @doj.gov. ph	-	FCSF, HCSMQ
F.B. Harrison, Pasadeña St., Pasay City	City University of Pasay	Unibersidad ng Lungsod Pasay	Suggestion box, Tel. No., Email Address	48 H	48 H	8551- 1342	-	cityunipas ay@gmail. com	-	FCSF, HCSMQ
BAC 11, Barangay 190, Pasay City	City Veterinarian's Office	Tanggapan ng Beterinaryo ng Lungsod	Suggestion box, Tel. No., Email Address	3 D	3 D	8834- 1176	-	pasaycityv et@gmail. com	-	FCSF, HCSMQ
Derham St., corner Roxas Blvd., Pasay City	Cuneta Astrodo	ome	Suggestion box, Tel. Nos., Email Address	48 H	48 H	8831- 4652 8831- 4732	-	gar_thor@ yahoo.com	-	FCSF, HCSMQ



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LOCATION	LOCATION DEPARTMENT/OFFICE		MECHANISMS	PROC	TAL ESSING IME	NC).	EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
				F	С	TEL	CP			
Derham corner F.B. Harrison Street, Barangay 76, Pasay City	Derham Park and Sports Complex	Parke ng Derham at Panlunang Pampa- lakasan	Suggestion box, Tel. Nos.	48 H	24 H	8831- 4792 8833- 2161	-	-	-	FCSF, HCSMQ
G/F OSCA Building, Derham St., Pasay City	Office of the Senior Citizen's Affairs	Tanggapan para sa Kapakanan ng mga Nakatatan- da	Suggestion box, Tel. No. FB Page	2 D	48 H	8804- 0976	-	oscapasay city2019@ gmail.com	https://ww w.faceboo k.com/osc a.pasay	FCSF, HCSMQ
P. Burgos Street, Barangay 60, Pasay City	Pasay City General Hospital	Pangka- lahatang Pagamutan ng Lungsod Pasay	Suggestion box, Tel. and CP Nos., Email Address, FB Page	48 H	48 H	8833- 6022	-	pcghclinica Iservices@ gmail.com pcghhopss @gmail.co m	@PasayCi tyGenHosp ital	FCSF, HCSMQ
400 Sarhento Mariano St., Pasay City	Pasay City Public Cemetery & Crematorium	Pam- publikong Sementeryo at Krematoryo ng Lungsod Pasay	Suggestion box, Tel. No., Email Address	24 H	3 WD	7625- 9265	-	cemeteryp asay@gm ail.com	-	FCSF, HCSMQ



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LOCATION	ON DEPARTMENT/OFFICE		MECHANISMS	PROC	TAL ESSING ME	NC		EMAIL ADDRESS	FB PAGE/ LINK/@	FORM/S
Antonio	Doggy	Pam-	Suggestion boy	F 24 H	C 24 H	TEL 8556-	СР	no oo voitun	https://www	FCSF,
Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City	Pasay City Public Market	publikong Pamilihan ng Lungsod Pasay	Suggestion box, Tel. Nos., Email Address, FB Page	24 17	24 FI	8556- 6884	-	pasaycityp ublicmarke t@gmail.c om	https://ww w.faceboo k.com/pcp madminoffi ce	HCSMQ
Derham Park and Sports Complex, F.B. Harrison St., Pasay City	Pasay Traffic & Parking Manage- ment Office	Tanggapan ng Pamama- hala ng Trapiko at Paradahan ng Pasay	Suggestion box, Tel. Nos., Email Address FB Page	24 H	1 H	8889- 0218 8252- 3846	-	trafficpasa y@gmail.c om	https://ww w.faceboo k.com/PTP MO	FCSF, HCSMQ
Unit 12, Mayor's Coordinatin g Office, Cuneta Astrodome, Roxas Blvd., Pasay City	Persons with Disability Affairs Office	Tanggapan ukol sa Ugnayang Pangmay- kapansanan	Suggestion box, Tel. No., Email Address	3 D	3 D	8370- 5478	-	pdaopasay 2018@gm ail.com	-	FCSF, HCSMQ



Legend:FCSF – Feedback/Complain/Suggestion Form; HCSMQ – Harmonized Client Satisfaction Measurement Questionnaire; F – Feedback; C – Complaint; WD – Working Days; D- Day/s; H – Hours; M – Minu



LIST OF OFFICES

Rm#	Office/ Department	Head of Office	Address of Agency	Local No/s.					
	GROUND FLOOR – 888-PASAY (72729)								
102	City Treasurer's Office	EMELITO B. TECSON, CPA, City Treasurer II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1101, 1102, 1103, 1104, 1105, 1106, 1107					
112	City Assessor's Office	ENGR. FERNANDO M. FANDIÑO, City Assessor II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1161, 1162, 1163, 1164					
105	General Services Office	ARBIE B. SABULAO, CPA, Supervising Administrative Officer, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1121, 1122, 1123s					
103	Information and Communicat- ions Technology Office	EDWIN V. DAVID, CSEE, City Government Department Head II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1108, 1109, 1110, 1111					
104	Local Civil Registrar's Office	ROMULO C. TRESVALLES, City Civil Registrar II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1131, 1132, 1133					
106	City Health Office TIONG ENG ROLAND D. TAN, M.D., City Health Officer III		Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1141, 1142, 1143, 1144, 1145, 1146, 1147, 1148					
110	Board of Tax MARIA LUISA B. Appeal BENTULAN, Board Secretary I, OIC		Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1151, 1152					



Rm#	Office/ Department	Head of Office	Address of Agency	Local No/s.
		 COND FLOOR <i>– 888</i>	P_DASAV (72720)	
201		ROBERTO L.	Pasay City Hall Bldg.	1202 1204
201	People's Law Enforcement Board	MARQUEZ, Administrative Officer V, OIC	F.B. Harrison St., Pasay City, Philippines	1293, 1294, 1295
216	City Anti-Drug Abuse Council	DANIEL T. ALFANOSO III, Community Affairs Officer IV, OIC	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1290, 1291
203	City Mayor's Office	IMELDA CALIXTO- RUBIANO, City Mayor	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1171, 1172, 1181, 1182, 1201, 1202, 1203, 1204, 1205, 1206, 1207, 1208, 1209, 1210, 1211, 1212, 1213, 1214, 1215, 1216, 1217, 1218, 1220, 1221, 1222, 1223, 1299
203	Internal Audit Services Office	NONE	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1219
204	City Administrator's Office	ATTY. PETER M. MANZANO, City Administrator	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1231, 1232, 1233, 1234, 1235, 1298
205	City Legal Office	ATTY. SEVERO C. MADRONA JR., City Legal Officer II	Pasay City Hall Bldg. F.B. Harrison St., Pasay City, Philippines	1241, 1242, 1243



Rm#	Office/ Department	Head of Office	Address of Agency	Local No/s.
207	Business	ATTY.PATRICK	Pasay City Hall Bldg.	1246, 1247
	Permit and M. LEGAS		F.B. Harrison St.,	
	Licensing	Government	Pasay City,	
	Office	Assistant	Philippines	
		Department Head I, OIC		
209	Urban and	MARGARITA G.	Pasay City Hall Bldg.	1262, 1263
	Development	IGNACIO,	F.B. Harrison St.,	
	Housing Office	Supervising	Pasay City,	
		Administrative Officer, OIC	Philippines	
208	Pasay Social	MARY CRIS L.	Pasay City Hall Bldg.	1257, 1258,
200	Welfare and	BALICTAR, RSW,	F.B. Harrison St.,	1257, 1256,
	Development	City Social Welfare	Pasay City,	1239
	Department	Officer III	Philippines	
211	City Planning	EnP. MARIA	Pasay City Hall Bldg.	1274, 1275
211	and	ODESA Z.	F.B. Harrison St.,	1274, 1273
	Development	PEREZ, CESE,	Pasay City,	
	Office	City Planning and	Philippines	
	Office	Development	i illippilles	
		Coordinator II		
210	City Budget	MA. CONCHITA B.	Pasay City Hall Bldg.	1265, 1266,
	Office	CAYANAN, MBA,	F.B. Harrison St.,	1270, 1271
		City Budget Officer	Pasay City,	- ,
		II	Philippines	
212	Tricycle/	ATTY. PETER M.	Pasay City Hall Bldg.	1277, 1278,
	Pedicab	MANZANO,	F.B. Harrison St.,	1279
	Franchising	City Administrator	Pasay City,	
	and		Philippines	
	Regulatory			
	Office			
214	Public	DOMINADOR M.	Pasay City Hall Bldg.	1284, 1285
	Information	TADIOS JR., OIC	F.B. Harrison St.,	
	Office		Pasay City,	
			Philippines	



Rm#	Office/ Department	Head of Office	Address of Agency	Local No/s.
206	Human	ATTY. MAVERICK	Pasay City Hall Bldg.	1251, 1252,
	Resources	S. SEVILLA, City	F.B. Harrison St.,	1253, 1254,
	Management	Government	Pasay City,	1255
	and	Department Head	Philippines	
	Development Office	II		
215	Office of the	ANTONINO G.	Pasay City Hall Bldg.	1287, 1288,
	City	CALIXTO, City	F.B. Harrison St.,	1289
	Congressman	Congressman	Pasay City,	
			Philippines	
	T	HIRD FLOOR - 888-	PASAY (72729)	
304	Pasay City	GLEN D. BERDIN,	Pasay City Hall Bldg.	1361, 1362
	Public Library	Librarian IV, OIC	F.B. Harrison St.,	
			Pasay City,	
			Philippines	
303	Pasay City ENRIQUE S.		Pasay City Hall Bldg.	1351, 1352,
	Barangay PASCUAL III,		F.B. Harrison St.,	1353
	Bureau	Community Affairs	Pasay City,	
		Officer IV, OIC	Philippines	
306	Pasay City	RONALD RAE M.	Pasay City Hall Bldg.	1331, 1332
	Environmental	SALVADOR,	F.B. Harrison St.,	
	and Natural	Supervising	Pasay City,	
	Resources	Administrative	Philippines	
	Office	Officer, OIC		
305	City	FULGENCIO M.	Pasay City Hall Bldg.	1340, 1341,
	Accounting	DARUNDAY, CPA,	F.B. Harrison St.,	1342, 1343,
	Office	Management and	Pasay City,	1344, 1345,
		Audit Analyst V,	Philippines	1346, 1347,
		OIC		1348, 1349
310	Public	ATTY. MARLA	Pasay City Hall Bldg.	1321, 1322
	Employment	OLIVIA B. ALOM,	F.B. Harrison St.,	
	Services Office	City Government	Pasay City,	
		Assistant	Philippines	
		Department Head		



Rm#	Office/ Department	Head of Office	Address of Agency	Local No/s.
307	Public Order &	NOEL M. SAURA,	Pasay City Hall Bldg.	1351, 1352,
	Safety Unit	Security Officer II,	F.B. Harrison St.,	1353
		OIC	Pasay City,	
			Philippines	
301	City Engineer's	ENGR. JOHARI G.	Pasay City Hall Bldg.	1301, 1302,
	Office/Office of	RANGIRIS,	F.B. Harrison St.,	1303, 1304,
	the Building	Engineer IV, OIC	Pasay City,	1305, 1306,
	Official		Philippines	1307, 1308,
				1309, 1310,
				1311, 1312,
				1313, 1314,
				1315, 1316,
				1317
308	Pasay City	SARIEL P.	Pasay City Hall Bldg.	1371, 1372,
	Disaster Risk	SALAMAT, RSW,	F.B. Harrison St.,	1373
	Reduction and	MCDRM, City	Pasay City,	
	Management	Government	Philippines	
	Office	Assistant		
		Department Head		
		II, OIC		
		OURTH FLOOR - 888		1
405	City Secretariat	DR. VOLTAIRE F.	Pasay City Hall Bldg.	1431, 1432,
	Office	PORTUGUEZ,	F.B. Harrison St.,	1401, 1402,
		City Secretary II	Pasay City,	1499, 1481
400	D	DOMENIA T	Philippines	4400 4407
426	Pasay	ROWENA T.	Pasay City Hall Bldg.	1436, 1437,
	Cooperative	BUENAVENTURA,	F.B. Harrison St.,	1438
	Development	City Government	Pasay City,	
410	Office	Department Head I	Philippines	1451 1450
419	Tourism and	GEORGE H.	Pasay City Hall Bldg.	1451, 1452
	Cultural	TIOPES, City	F.B. Harrison St.,	
	Development	Government	Pasay City,	
	Office	Assistant	Philippines	
		Department Head		
		Ш		



Rm#	Office/ Department	Head of Office	Address of Agency	Local No/s.
416	City Vice	ATTY.	Pasay City Hall Bldg.	1441, 1442,
110	Mayor's Office	WALDETRUDES	F.B. Harrison St.,	1443, 1444
	Mayor o omoo	S. DEL ROSARIO,	Pasay City,	1110, 1111
		City Vice Mayor	Philippines	
412	Office of Coun.	MARK ANTHONY	Pasay City Hall Bldg.	1423, 1424
	Mark Anthony	A. CALIXTO, City	F.B. Harrison St.,	,
	A. Calixto	Councilor	Pasay City,	
			Philippines	
422	Office of Coun.	MARY GRACE B.	Pasay City Hall Bldg.	1468, 1469
	Mary Grace B.	SANTOS, City	F.B. Harrison St.,	,
	Santos	Councilor	Pasay City,	
			Philippines	
421	Office of Coun.	MA. ANTONIA C.	Pasay City Hall Bldg.	1465, 1466
	Ma. Antonia C.	CUNETA, City	F.B. Harrison St.,	
	Cuneta	Councilor	Pasay City,	
			Philippines	
407	Office of Coun.	ABRAHAM	Pasay City Hall Bldg.	1411, 1412
	Abraham	ALBERT Q.	F.B. Harrison St.,	
	Albert Q.	ALVINA, City	Pasay City,	
	Alvina	Councilor	Philippines	
411	Office of Coun.	RICARDO E.	Pasay City Hall Bldg.	1426, 1427
	Ricardo E.	SANTOS, City	F.B. Harrison St.,	
	Santos	Councilor	Pasay City,	
			Philippines	
407	Office of Coun.	MARLON A.	Pasay City Hall Bldg.	1414, 1415
	Marlon A.	PESEBRE, City	F.B. Harrison St.,	
	Pesebre	Councilor	Pasay City,	
			Philippines	
409	Office of Coun.	JENNIFER D.	Pasay City Hall Bldg.	1420, 1421
	Jennifer D.	PANALIGAN, City	F.B. Harrison St.,	
	Panaligan	Councilor	Pasay City,	
			Philippines	
405	Office of Coun.	DONNABEL M.	Pasay City Hall Bldg.	1408, 1409
	Donnabel M.	VENDIVEL, City	F.B. Harrison St.,	
	Vendivel	Councilor	Pasay City,	
			Philippines	



Rm#	Office/ Department	Head of Office	Address of Agency	Local No/s.
408	Office of Coun.	ANGELO NICOL	Pasay City Hall Bldg.	1417, 1418
	Angelo Nicol	P. ARCEO, City	F.B. Harrison St.,	
	P. Arceo	Councilor	Pasay City,	
			Philippines	
424	Office of Coun.	JOSE C. ISIDRO	Pasay City Hall Bldg.	1475, 1476
	Jose C. Isidro	JR., City Councilor	F.B. Harrison St.,	
	Jr.		Pasay City,	
			Philippines	
422	Office of Coun.	EDITHA Y.	Pasay City Hall Bldg.	1472, 1473
	Editha Y.	MANGUERRA,	F.B. Harrison St.,	
	Manguerra	City Councilor	Pasay City,	
		10010 14151 0014	Philippines	
404	Office of Coun.	KING MARLON A.	Pasay City Hall Bldg.	1405, 1406
	King Marlon A.	MAGAT, City	F.B. Harrison St.,	
	Magat	Councilor	Pasay City,	
440	line ne mene	ENDIOLIE D	Philippines	4.400 4.400
412	Liga ng mga	ENRIQUE D.	Pasay City Hall Bldg.	1429, 1430
	Barangay	CALIXTO, Liga ng mga Barangay	F.B. Harrison St., Pasay City,	
		President	Philippines	
418	SK Federation	BENEDICT M.	Pasay City Hall Bldg.	1456, 1457
410	OK i ederation	ANGELES, SK	F.B. Harrison St.,	1430, 1437
		Federation	Pasay City,	
		President	Philippines	
		OUTSIDE OF	1	
City Pro	secutor's Office	HON. ELMER	Hall of Justice, F.B.	8831-0317
		CRIS L. RILLO,	Harrison, Pasay City,	8823-9174
		City Prosecutor	Philippines	
City Uni	iversity of Pasay	DR. ROSANIE F.	Pasadeña St., F.B.	8846-7554
		ESTUCHE, City	Harrison, Pasay City	
		Government	at the Back of Pasay	
		Department Head	City Hall	
City Vet	terinarian's	DR. RONN	BAC 1-11 Don Carlos	8834-1176
Office		KRISTIAN S.	Revilla, Barangay	
		BERNASOR, City	190, Pasay City	
		Veterinarian II		



Office/ Department	Head of Office	Address of Agency	Contact #
Cuneta Astrodome	AURELIO P.	Derham Park, F.B.	8831-4652
	VENDIVEL JR.	Harrison St., Pasay	8804-0773
	City Government	City	
	Assistant		
	Department Head		
	II		
Office for Senior	MARILYN M.	F.B. Harrison St.,	8846-7703
Citizen's Affairs	PENAZO,	Pasay City	
	Community Affairs Officer II, OIC		
Pasay City General	JOHN VICTOR I.	Pasay City General	8833-0622
Hospital	DE GRACIA, M.D.,	Hospital Bldg., P.	
•	Chief of Hospital I	Burgos St., Pasay City	
	·	Philippines	
Pasay City Public	MARIVIC DG.	Sarhento Mariano St.,	7347-3258
Cemetery &	NILLO,	Pasay City	
Crematorium	Administrative		
	Assistant II, OIC		
Pasay City Public	TEODORO N.	Arnaiz Avenue, Pasay	8556-6884
Market	VELASCO,	City, Philippines	
	Information		
	Technology Officer		
	II, OIC		
Derham Park and	ATTY. PETER M.	Derham Park, F.B.	8831-4792
Sports Complex	MANZANO,	Harrison St., Pasay	
	City Administrator	City	2522 2222
Pasay Traffic & Parking	FERDINAND A.	Derham Park, F.B.	8530-9609
Management Office	LEE, Traffic	Harrison St., Pasay	
	Operations Officer	City	
Develope with Disability	III, OIC	Linit 10 Marray's	0007.0547
Persons with Disability Affairs Office	HILDA P.	Unit 12, Mayor's	8837-0547
Alialis Office	CRISTOBAL,	Coordinating Office	
	Disability Affairs Officer II, OIC	Cuneta Astrodome,	
	Onicer ii, Oic	Roxas Blvd., Pasay	
		City	



		0	THER OF	FICES	
Rm#	Office/ Department	Head of	Office	Address of Agency	Contact #
111	Reporters Orgar Pasay City	nization of	_	ity Hall Bldg. F.B. St., Pasay City, es	8804-0512
213	Integrated Bar o Philippines	f the	_	ity Hall Bldg. F.B. St., Pasay City, es	8831-1477
302	Commission on	Audit	_	ity Hall Bldg. F.B. St., Pasay City, es	8831-7132 8831-8581 8833-6009
		CITY PRO		R'S OFFICE	
102	City Prosecutor		Justice, I City, Met	02, Ground Floor, Hall of F.B. Harrison St., Pasay tro Manila	8823-8041 (interior) 8823-8367
101	Record Section		Room 101, Ground Floor, Hall of Justice, F.B. Harrison St., Pasay City, Metro Manila		8831-0317
	Health Center	PASAY CI		TH CENTERS Idress of Agency	Contact #
			Cuyegkeng St., Cor. Layug St.,		
Cuyegk	eng Health Center	•	Pasay City, Metro Manila		8526-5283
Leveriza	a Health Center		Leveriza St., Cor. Gil Puyat Ave., Pasay City, Metro Manila		8526-5517
San Isio	Iro Health Center		Dominga St., Pasay City, Metro Manila		8831-5275
Lagrosa	a Health Center		Pasay City Sports Complex F.B. Harrison, Pasay City, Metro Manila		8551-1652
M. Dela	M. Dela Cruz Health Center		600 Pasay Boulevard, Pasay City, Metro Manila		8843-6003
San Roque Health Center		Gamban Manila	St., Pasay City, Metro	8843-8278	
Doña Marta Health Center		Don Carlos Revilla St., Pasay City Metro Manila		09665511058	
Doña Nena Health Center		Chest Clinic Compound, Aurora Blvd., Pasay City, Metro Manila		8853-2704	
Malibay	Health Center		Malibay Plaza, Pasay City, Metro Manila		8854-2684



Office/ Department	Address of Agency	Contact #	
San Pablo Health Center	St. Peter St., Maricaban, Pasay City, Metro Manila	8854-2684	
Villamor Health Center	Temporarily Located at Chest Clinic Compound, Aurora Blvd., Pasay City, Metro Manila	8851-5029	
Mia Health Center	Temporarily Located at Barangay Hall, Brgy. 194, Pasay City, Metro Manila	8851-9707	
Kalayaan Health Center	Kalayaan Village, Pasay City, Metro Manila	8822-3694	
Lying-in Clinic	Don Carlos Revilla St., Pasay City Metro Manila	8852-0567	
PUBLIC SCHOOLS			
I. Elementary Schools			
A. Pasay City North District			
P. Burgos Elem. School	P. Burgos St., Pasay City, Metro Manila	8831-9095	
Bernabe Elem. School	Bernabe St., Pasay City, Metro Manila	8522-1693	
R. Palma Elem. School	Dominga St., Pasay City, Metro Manila	8523-5010	
Epifanio Delos Santos Elem. School	Tramo St., Pasay City, Metro Manila	8831-6769	
B. Pasay City East District			
T. Paez Elem. School	Apelo Cruz St., Malibay, Pasay City, Metro Manila	8851-0121	
P. Zamora Elem. School	P. Zamora St., Pasay City, Metro Manila	8831-8984	
M. Marcelo Elem. School	Apelo Cruz Extension, Malibay Pasay City, Metro Manila	8851-0532	
C. Pasay City East District			
J. Sumulong Elem. School	M. Dela Cruz St., Manila, Metro Manila	8844-2591 8844-3649	
D. Pasay City West District			
J. Rizal Elem. School	Park Avenue, Cor., Galvez St., Pasay City, Metro Manila	8831-8260	
A. Bonifacio Elem. School	Leveriza St., Pasay City, Metro Manila	8831-8526	



Office/ Department	Address of Agency	Contact #
Gotamco Elem. School	Sinciego St., Pasay City, Metro Manila	8525-3991
P. Villanueva Elem. School	P. Villanueva St., Pasay City, Metro Manila	8831-6769
Pasay City Sped Center	P. Villanueva St., Pasay City, Metro Manila	8834-7175
E. Pasay City South District		
Villamor Air Base Elem. School	Piccio Garden, Villamor Air Base, Pasay City, Metro Manila	8852-1423 8852-2938
Apelo Cruz Elem. School	E. Rodriguez St., Malibay, Pasay City	8851-5914
Maricaban Elem. School	Saint Francis St., Maricaban, Pasay City, Metro Manila	8851-6890
Cuneta Elem. School	Cuneta St., Pasay City, Metro Manila	8831-2592
Rivera Village Elem. School	Marigold St., Rivera Village, Pasay City, Metro Manila	8854-6817
Don Carlos Village Elem. School	Constellation St., Don Carlos Village. Pasay City, Metro Manila	8834-0262
Kalayaan Elem. School	Teacher Bliss Compound, Pasay City	8824-5618
II. Secondary Schools		
Pasay City North High School – M. Dela Cruz	M. Dela Cruz St. Pasay City, Metro Manila Campus	ADMIN –
Pasay City North High School – TRAMO Campus	Tramo St., Pasay City, Metro Manila	8510-1396
EDSES – Main	Tramo St., Pasay City, Metro Manila	Principal – 8889-6882
CUNETA ANNEX	Cuneta St., Pasay City, Metro Manila	8853-9528
BASA ANNEX	Base Air Base, Florida Blanca, Pampanga	
MACTAN ANNEX	Mactan Air Base, Cebu	
Pasay City East High School	E. Rodriguez St., Malibay, Pasay City, Metro Manila	8851-0153 8854-2981



Office/ Department	Address of Agency	Contact #
Pasay City West High School	Pasadeña St., F.B. Harrison,	8831-9916
	Pasay City, Metro Manila	8831-7176
Pasay City South High School	Piccio Garden Villamor Air	8533-0886
	Base, Pasay City, Metro Manila	
Pasay City Science High School	P. Vergel St., Pasay City, Metro	8832-2910
	Manila	
Kalayaan National High School	Teacher Bliss Compound,	8824-1920
	Pasay City, Metro Manila	
III. Special Schools		
Philippine Schools for the Blind	Galvez Avenue, Corner	8831-8664
	Figueroa St., Pasay City, Metro	8831-2534
	Manila	
Philippine Schools for the Deaf	2620 F.B. Harrison St., Pasay	8831-6732
	City, Metro Manila	8510-0252



ANNEXES



ANNEX "A"

Pasay City Government Departments/Offices'

PUBLIC ASSISTANCE AND COMPLAINTS DESKS





City Treasurer's Office (CTO)

Tanggapan ng Ingat-Yaman ng Lungsod

Room #102, Pasay City Hall

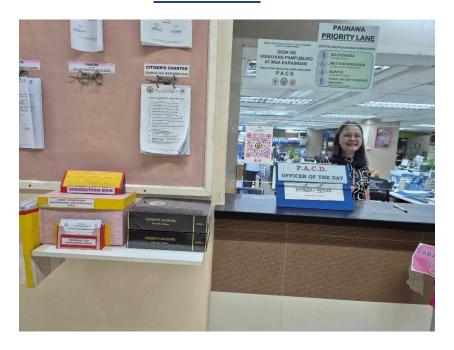


Information & Communications Technology Office (ICTO)

Tanggapan ng Teknolohiyang Pang-impormasyon at Komunikasyon

Room #103, Pasay City Hall





Local Civil Registry Office (LCRO)

Tanggapang Lokal ng Patalaang Sibil

Room #104, Pasay City Hall



General Services Office (GSO)

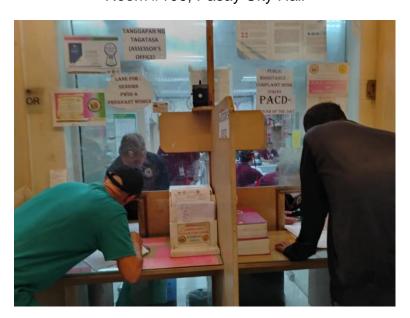
Tanggapan ng Pangkalahatang Serbisyo Room #105, Pasay City Hall





City Health Office (CHO)

Tanggapan ng Kalusugan ng Lungsod
Room #106, Pasay City Hall



City Assessor's Office (CAssrO)

Tanggapan ng Tagatasa ng Lungsod

Room #110, Pasay City Hall





Board of Tax Appeals (BTA)

Lupong Lokal ng Pag-apela sa Pagtatasa

Room #112, Pasay City Hall



SECOND FLOOR



People's Law Enforcement Board (PLEB)

Lupon sa Pagpapatupad ng Batas ng Mamamayan Room #201, Pasay City Hall





City Mayor's Office (CMO)

Tanggapan ng Alkalde ng Lungsod Room #203, Pasay City Hall



SECOND FLOOR



City Administrator's Office (Admin)

Tanggapan ng Tagapangasiwa ng Lungsod

Room #204, Pasay City Hall



City Legal Office (CLO)

Tanggapan ng Pinunong Pambatas ng Lungsod
Room #205, Pasay City Hall





Human Resource Management & Development Office (HRMDO) Tanggapan ng Pamamahala at Pagpapaunlad ng Yamang Tao Room #206, Pasay City Hall



Business Permits and Licensing Office (BPLO)
Tanggapan ng Permiso at Paglilisensya sa Negosyo
Room #207, Pasay City Hall





Pasay Social Welfare Development Department (PSWDD)

Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad ng Pasay Room #208, Pasay City Hall



Urban Development and Housing Office (UDHO)

Tanggapan ng Panlungsod na Pagpapaunlad at Pabahay Room #209, Pasay City Hall





City Budget Office (CBO)

Tanggapan ng Badyet ng Lungsod Room #210, Pasay City Hall



City Planning & Development Office (CPDO)

Tanggapan ng Pagpaplano at Pagpapaunlad ng Lungsod Room #211, Pasay City Hall





Tricycle and Pedicab Franchising Regulatory Office
Tanggapan ng Nangangasiwa ng Prangkisa ng Traysikel at Padyak
Room #212, Pasay City Hall



Public Information Office (PIO)

Tanggapan ng Impormasyong Pampubliko
Room #214, Pasay City Hall





City Anti-Drugs Abuse Council (CADAC)
Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod
Room #216, Pasay City Hall





Pasay City Barangay Bureau (PCBB)

Kawanihang Pambarangay ng Lungsod Pasay Room #303, Pasay City Hall



Pasay City Environment & Natural Resources Office (PCENRO)

Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay Room #304, Pasay City Hall





City Accounting Office (CAcctgO)

Tanggapan ng Akawnting ng Lungsod
Room #305, Pasay City Hall



Pasay City Public Library (PCPL)
Pampublikong Aklatan ng Lungsod Pasay
Room #306, Pasay City Hall





Public Order & Safety Unit (POSU)

Tanggapan ng Pambublikong Kaayusan at Kaligtasan Room #307, Pasay City Hall



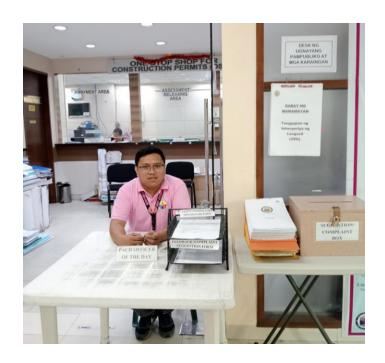
Pasay City Disaster Risk Reduction & Management Office (PCDRRMO)

Tanggapan ng Pagbawas at Pamamahala sa Panganib na Dulot ng Sakuna Room #308, Pasay City Hall





Pasay City Employment Center (PCEC)
Sentrong Pang-empleo ng Lungsod Pasay
Room #310, Pasay City Hall



City Engineer's Office (CEO)

Tanggapan ng Inhenyeriya ng Lungsod
Room #311, Pasay City Hall





Office of Councilor KING MARLON A. MAGAT Tanggapan ni Konsehal KING MARLON A. MAGAT Room #404, Pasay City Hall



Office of Councilor DONNABEL M. VENDIVEL
Tanggapan ni Konsehala DONNABEL M. VENDIVEL
Room #405, Pasay City Hall





Office of Councilor ABRAHAM ALBERT Q. ALVINA Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA Room #406, Pasay City Hall



Office of Councilor MARLON A. PESEBRE
Tanggapan ni Konsehal MARLON A. PESEBRE
Room #407, Pasay City Hall





Office of Councilor ANGELO NICOL P. ARCEO
Tanggapan ni Konsehal ANGELO NICOL P. ARCEO
Room #408, Pasay City Hall



Office of Councilor JENNIFER D. PANALIGAN
Tanggapan ni Konsehala JENNIFER D. PANALIGAN
Room #409, Pasay City Hall





Office of Councilor MARK ANTHONY A. CALIXTO

Tanggapan ni Konsehal MARK ANTHONY A. CALIXTO

Room #410, Pasay City Hall



Office of Councilor RICARDO E. SANTOS
Tanggapan ni Konsehal RICARDO E. SANTOS
Room #411, Pasay City Hall





Liga ng mga Barangay Room #412, Pasay City Hall



Tourism and Cultural Development Office (TCDO)

Tanggapan ng Pagpapaunlad ng Turismo at Pangkultura

Room #417, Pasay City Hall





SK Federation Office
Tanggapan ng Pederasyon ng Sangguniang Kabataan
Room #418, Pasay City Hall



Office of Councilor MARIA ANTONIA C. CUNETA
Tanggapan ni Konsehala MARIA ANTONIA C. CUNETA
Room #420, Pasay City Hall





Office of Councilor MARY GRACE B. SANTOS

Tanggapan ni Konsehala MARY GRACE B. SANTOS

Room #421, Pasay City Hall



Office of Councilor EDITHA Y. MANGUERRA
Tanggapan ni Konsehala EDITHA Y. MANGUERRA
Room #422, Pasay City Hall







Office of Councilor JOSE C. ISIDRO JR.
Tanggapan ni Konsehal JOSE C. ISIDRO JR.
Room #423, Pasay City Hall





Office of the City Secretariat (OCS)

Tanggapan ng Kalihim ng Sangguniang Panlungsod
Room #424, Pasay City Hall





Pasay Cooperative Development Office (PCDO)

Tanggapan ng Pagpapaunlad ng Kooperatiba ng Pasay

Room #426, Pasay City Hall



Office of the City Vice Mayor (OVM)

Tanggapan ng Bise Alkalde ng Lungsod

Room #427, Pasay City Hall





City Prosecutor's Office (CPO)

Tanggapan ng Taga-Usig ng Lungsod Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City



City University of Pasay (CUP)

Unibersidad ng Lungsod Pasay F.B. Harrison, Pasadeña St., Pasay City





City Veterinarian's Office (CVO)
Tanggapan ng Beterinaryo ng Lungsod

BAC 11, Barangay 190, Pasay City

PHILIPPINES
30TH SEAGAMES
Public
Assistance
Complaint Desk
(PACD)

MER LOUING THE ACCOSTS

OFFICER OF THE DAY

OFFICER OF THE DAY

Cuneta Astrodome

Derham St., corner Roxas Blvd., Pasay City





Derham Park and Sports Complex (DPSC)

Parke ng Derham at Panlunang Pampalakasan Derham corner F.B. Harrison Street, Barangay 76, Pasay City



Office of the Senior Citizen's Affairs (OSCA)

Tanggapan sa Kapakanan ng mga Nakatatanda G/F OSCA Building, Derham St., Pasay City





Pasay City General Hospital (PCGH)

Pangkalahatang Pagamutan ng Lungsod Pasay P. Burgos Street, Barangay 60, Pasay City



Pasay City Public Cemetery & Crematorium (PCPCC)

Pampublikong Sementeryo at Krematoryo ng Lungsod Pasay

400 Sarhento Mariano St., Pasay City





Pasay City Public Market (PCPM)

Pampublikong Pamilihan ng Lungsod Pasay
Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City





Pasay Traffic & Parking Management Office (PTPMO)

Tanggapan ng Pamamahala ng Trapiko at Paradahan ng Pasay Deham Park and Sports Complex, F.B. Harrison St., Pasay City





Persons with Disability Affairs Office (PDAO)

Tanggapan ukol sa Ugnayang Pangmaykapansanan Unit 12, Mayor's Coordinating Office, Cuneta Astrodome, Roxas Blvd., Pasay City



ANNEX "B"

Pasay City Government Departments/Offices'

FEEDBACK AND COMPLAINTS MECHANISM



FIRST FLOOR

City Treasurer's Office (Room #102)

Tanggapan ng Ingat-Yaman ng Lungsod

How to send feedback Answer the client feedback form and drop it at the designated drop box in front of the City Treasurer's Office-Public Assistance and Complaints Desk (CTO-PACD) at Room 102, Pasay City Hall OR Send your feedback via email. Contact information: Tel. No.: 888-PASAY (72729) EXT 1102 E-mail: pasayeto.admn@gmail.com How feedbacks are processed Everyday at 4:00 P.M., the Officer of the Day opens the drop box, compiles and records all feedback submitted and forwards the same to the Administrative Officer, for evaluation and discussion with concerned Division Head. Feedback requiring answers are forwarded to the concerned Section/Division for proper action. The latter is given seventy-two (72) hours upon receipt of the feedback to provide answer. The answer is then relayed to the citizen. Or The Administrative Officer shall check the emailed feedback; then evaluate and discuss it with concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division Head. Feedback requiring answers are forwarded to the concerned Division, and they are given seventy-two (72) hours upon receipt of the feedback to act thereof. The answer is then relayed to the citizen. For inquiries and follow-ups, clients may contact: Tel. No.: 888-PASAY (72729) EXT 1102	Tanggapan ng Ingat-Yaman ng Lungsod		
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		Tel. No.: 888-PASAY (72729) EXT 1102	



	E-mail: pasaycto.admn@gmail.com
How to file a complaint	Answer the client complaint form and drop it at the designated box in front of the CTO-PACD at Room 102, Pasay City Hall.
	Complaints can also be filed via telephone by providing the following information: - Name of person being complained - Incident - Evidence - Name of Complainant - Contact Number of the Complainant
	Or Send it with the required information to the email address of Administrative Officer.
	Contact information: Tel. No.: 888-PASAY (72729) EXT 1102 E-mail: pasaycto.admn@gmail.com
How complaints are processed	The Officer of the Day opens the drop box, compiles and records all complaints submitted and forwards the same to the Administrative Officer, for evaluation and discussion with concerned Division Head. After evaluation, the Administrative Officer shall forward the complaint to the concerned Section/Division for proper action. Answer to the complaint is expected to be submitted within seventy-two (72) hours upon receipt thereof. The answer will then be assessed and
	decision thereof will be released. After which, citizen is informed of the answer with regard to their complaint.



	T
	Or
	The Administrative Officer shall check the emailed complaints; then evaluate and
	discuss it with concerned Division Head.
	After evaluation, the Administrative Officer shall forward the complaint to the
	concerned Section/Division for proper
	action. Answer to the complaint is expected to be submitted within seventy-
	two (72) hours upon receipt thereof.
	The answer will then be assessed and
	decision thereof will be released.
	After which, citizen is informed of the
	answer with regard to their complaint.
	For inquiries and follow-ups, clients may contact:
	Tel. No.: 888-PASAY (72729) EXT 1102
	E-mail: pasaycto.admn@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
000 000	PCC: 8888
	CSC-CCB: 0908-8816565
L	

Information & Communications Technology Office (Room #103)

Tanggapan ng Teknolohiyang Pang-impormasyon at Komunikasyon

33-4- 3 7 - 3 7	
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Information and Communications Technology Office-Public Assistance and Complaints Desk (ICTO-PACD), Room 103, Pasay City Hall
	OR Send your feedback via email.
	Contact info: Information and Communications Technology Office



	(ICTO) at 888-PASAY (72729) Local 1110 or email us at icto@pasay.gov.ph
How feedbacks are processed	ICTO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the Information and Communications Technology Office (ICTO) Head.
	The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the ICTO Head, for information and appropriate action.
	Or
	The ICTO-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel, for information and appropriate action, copy furnished the ICTO Head. The concerned personnel shall be given at least two (2) days to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1110 or email us at icto@pasay.gov.ph .
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the ICTO-PACD, Room 103, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:



	 Name of the person being complained Incident Evidence Name and contact information of the complainant
	Or
	It may be sent thru email, ensuring that required information are provided, as stated.
	Contact info: Information and Communications Technology Office (ICTO) at 888-PASAY (72729) Local 1110 or email us at icto@pasay.gov.ph .
How complaints are processed	ICTO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel, for information and appropriate action. Copy thereof will also be provided to the Information and Communications Technology Office (ICTO) Head.
	Concerned employee shall be given two (2) days to provide answer or reply thereto. He shall submit his answer to the ICTO Head, for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	Or
	Everyday, the ICTO-PACD Officer of the Day will check the email of the office. Emailed complaints will be printed and forwarded to the concerned personnel, for information and appropriate action, copy furnished the ICTO Head.



	Concerned personnel is given two (2) days to provide answer and reply thereto. He shall submit his answer to the ICTO Head, for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1110 or email us at icto@pasay.gov.ph .
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Local Civil Registry Office (Room #104)

Tanggapang Lokal ng Patalaang Sibil

FEEDBACK AND COM	MPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop the accomplished feedback form in the suggestion box available at the Local Civil Registry Office - Public Assistance and Complaints Desk (LCRO-PACD) Room 104, Pasay City Hall.
	Or
	Send your feedback by sending your PM to the Official FB Account of the LCRO
	Contact info: LCRO at 888-PASAY (72729) Local Nos. 1131, 1132, 1133 or type @Icropasay for PM.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned officer of the day at the LCRO-PACD opens the suggestion box, retrieves the enclosed forms, records it, and forwards the same to the City Civil Registrar (CCR). Also, a copy thereof is filed by the PACD Officer of the Day for monitoring purposes.



	Feedback forms are forwarded to concerned LCRO personnel for their information, comment or appropriate action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the assigned personnel of LCRO will check the messenger inbox of the LCRO Facebook Account. Screenshots of the message will be printed. Copy thereof is also filed by the assigned personnel for monitoring purpose. Printouts of the message screenshots are forwarded to concerned LCRO personnel for information, comment or appropriate action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto;
	Feedbacks will be discussed during weekly and/or monthly meetings and during coaching sessions
	After which, citizen is informed of the answer with regard to his/her feedback.
	For inquiries and follow-ups, contact LCRO at 888-PASAY (72729) Local Nos. 1131, 1132, 1133 or type @lcropasay for PM.
How to file a complaint	Answer the complaint form, and drop the accomplished complaint form in the suggestion box available at the Local Civil Registry Office-Public Assistance and Complaints Desk (LCRO-PACD) Room 104, Pasay City Hall.
	Complaints can also be filed via a telephone call. Kindly provide the following information/details, to wit:



	 Name of the person being complained Incident Evidence Full name and contact info of the complaint
	Or
	You may file a complaint by sending a PM to the Official LCRO Facebook Account.
	Contact info: LCRO at 888-PASAY (72729) Local Nos. 1131, 1132, 1133 or type @lcropasay for PM.
How complaints are processed	Everyday at 4:00 PM, the assigned officer of the day at the LCRO-PACD opens the suggestion box, retrieves the enclosed forms and forwards the same to the CCR.
	The CCR shall evaluate the complaint and forward it to the concerned personnel for their information and appropriate action.
	The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released by the CCR.
	Or
	The LCRO personnel who received the call will record in the incident form the information given by the complainant. The personnel will forward the incident form to the City Civil Registrar.
	The CCR shall evaluate the complaint and forward it to the concerned personnel for information and appropriate action. The concerned personnel/s shall be given at least forty-eight (48) hours to provide



	answer or reply thereto. The answer will then be assessed and decision thereof will be released by the CCR.
	Or
	Everyday, the assigned personnel will monitor the messenger inbox of the LCRO Facebook Account. He will screenshot the message, print it out, and forward the same to the CCR.
	The CCR will evaluate the complaint and forward it to the concerned personnel/s for their information and appropriate action. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released by the CCR.
	The citizen will be informed of the action of the office with regard to their complaint.
	If citizen is not satisfied with the action taken by the CCR, then the CCR will endorse the complainant to the HRMDO for their appropriate action.
	For inquiries and follow-ups, contact LCRO at 888-PASAY (72729) Local Nos. 1131, 1132, 1133 or type @lcropasay for PM.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-881-6565 (SMS)



General Services Office (Room #105)

Tanggapan ng Pangkalahatang Serbisyo

FEEDBACKANDCOMPLAINTSMECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box in front of the General Services Office-Public Assistance and Complaints Desk (GSO-PACD) at Room105, Ground Floor, Pasay City Hall.
	Or
	You may forward your feedback via email.
	Contact information: Telephone No.: 888-PASAY (72729) Local 1123 E-mail add: gso@pasay.gov.ph
How feedbacks are processed	Everyday, at 4:00 P.M., the Officer of the Day opens the suggestion box, retrieves the enclosed forms and forwards the same to the GSO Head, for information and proper action;
	Or
	Everyday, the Officer of the Day checks the inbox of the official email account. Print out of which will be forwarded to GSO Head, for information and proper action.
	Upon instruction of GSO Head, feedback forms will be forwarded to the concerned employee who is given at least forty-eight (48) hours to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact: Telephone No: 888-PASAY (72729) Local 1123 E-mail address: gso@pasay.gov.ph



How to file a complaint	Answer the complaint form and drap it
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the GSO-PACD at Room105, Ground Floor, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:
	Name of the person being complained Incident Evidence Name and contact info of the complainant
	Or
	You may send your complaint via email.
	Contact information: Telephone No: 888-PASAY (72729) Local 1123 E-mail address: gso@pasay.gov.ph
How complaints are processed	On a daily basis, the Officer of the Day opens the suggestion box every 4:00P.M., retrieves the enclosed forms, and forwards the same to the GSO Head, for information and proper action;
	Or
	Everyday, the Officer of the Day checks the inbox of the official email account of GSO. Print out of which will be forwarded to GSO Head, for information and proper action.
	The GSO Head will call the concerned employee, inform him/her about the complaint and require the submission of written answer within forty-eight (48) hours upon receipt of instruction.
	The answer will then be assessed and decision thereof will be released.



	After which, citizen is informed of the answer with regard to the submitted complaint.
	For inquiries and follow-ups, citizen may contact:
	Telephone No: 888-PASAY (72729)
	Local 1123
	E-mail address: gso@pasay.gov.ph
Contact Information of ARTA, PCC, CSC-	ARTA: complaints@arta.gov.ph
CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

City Health Office (Room #106)

Tanggapan ng Kalusugan ng Lungsod

FEEDBACK AND C	COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Health Office Office-Public Assistance and Complaints Desk (CHO-PACD), Room 106, Pasay City Hall.
	OR
	You may send your feedback via email.
	Contact info: City Health Office (CHO) at 888-PASAY (72729) Local 1142 or email us at pasaycityhealthoffice@yahoo.com.ph
How feedbacks are processed	Everyday at 4:00 P.M., the CHO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel, copy furnished the Administrative Officer or Health Operations Head.
	The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Health Officer thru the Administrative



	Officer or Health Operations Head, for information and appropriate action.
	Or
	The CHO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel; copy furnished the Administrative Officer or Health Operations Head.
	The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Health Officer thru the Administrative Officer or Health Operations Head, for information and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, the citizen may call 888-PASAY (72729) Local 1142 or email us at
How to file a complaint	pasaycityhealthoffice@yahoo.com.ph Answer the complaint form and drop it in the suggestion box of the City Health Office Office-Public Assistance and Complaints Desk (CHO-PACD), Room 106, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Name and contact information of the complainant
	Or
	It may be sent thru email, ensuring that required information are provided, as stated.



	Contact info: City Health Office (CHO) at 888-PASAY (72729) Local 1142 or email us at pasaycityhealthoffice@yahoo.com.ph
How complaints are processed	CHO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to Anti-Red Tape Unit-City Health Office (ARTU-CHO) for information and appropriate action; copy furnished the Administrative Officer or Health Operations Head.
	Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to City Health Officer thru the ARTU-CHO, copy furnished the Administrative Officer or Health Operations Head, for information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	Or
	Everyday, the CHO-PACD Officer of the Day will check the email of the office. Emailed complaints will be printed and forwarded to Anti-Red Tape Unit-City Health Office (ARTU-CHO) for information and appropriate action; copy furnished the Administrative Officer or Health Operations Head.
	Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to City Health Officer thru the ARTU-CHO; copy furnished the Administrative Officer or Health Operations Head, for information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.



Contact Information of ARTA, PCC, CSC-CCB	For inquiries and follow-ups, the citizen may call 888-PASAY (72729) Local 1142 or email us at pasaycityhealthoffice@yahoo.com.ph ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565
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City Assessor's Office (Room #110)

Tanggapan ng Tagatasa ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Assessor's Office-Public Assistance and Complaints Desk (CAssrO-PACD), Room 112, Pasay City Hall
	Send your feedback via email.
	Contact info: City Assessor's Office (CAssrO) at 888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164 or email us at assessorpasay@gmail.com.
How feedbacks are processed	The CAssrO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel, copy furnished the City Assessor.
	The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Assessor for information and appropriate action.
	Or



	The CAssrO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished City Assessor. The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. Copy thereof shall be given to the City Assessor for information and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, the citizen may call 888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164 or email us at assessorpasay@gmail.com.
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the City Assessor Office-Public Assistance and Complaints Desk (CAssrO-PACD), Room 112, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Name and contact information of the complainant
	Or
	It may be sent thru email, ensuring that required information are provided, as stated.
	Contact info: City Assessor's Office (CAssrO) at 888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164 or email us at assessorpasay@gmail.com.
How complaints are processed	CAssrO-PACD Officer of the Day opens the suggestion box daily, evaluates each



complaint received, and forwards it to the concerned personnel, copy furnished the City Assessor.

Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to City Assessor for information and appropriate action.

After which, the citizen is informed of the answer and action taken with regard to his/her complaint.

Or

The CAssrO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to the concerned personnel, copy furnished the City Assessor.

Concerned employee shall be given two (2) days to provide answer and reply thereto. He shall submit his answer to City Assessor for information and appropriate action.

After which, the citizen is informed of the answer and action taken with regard to his/her complaint.

For inquiries and follow-ups, the citizen may call 888-PASAY (72729) Local Nos. 1161, 1162, 1163, 1164 or email us at assessorpasay@gmail.com.

Contact Information of ARTA, PCC, CSC-CCB

ARTA: complaints@arta.gov.ph

8478-5093

PCC: 8888

CSC-CCB: 0908-8816565



Board of Tax Appeal (Room #112)

Lupong Lokal ng Pag-apela sa Pagtatasa

Lupong Lokal ng Pag-apela sa Pagtatasa FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer and fill out the Client feedback form, and drop it in the suggestion box which is readily available in the Local Board of Assessment Appeals-Public Assistance and Complaints Desk (LBAA-PACD), LBAA at Room 110, Pasay City Hall	
	Or	
	You may forward your feedback by sending message to the email address of the LBAA or the Board Secretary.	
	Contact info: Local Board of Assessment Appeals (LBAA) at 888-PASAY (72729) Local 1151 or type boardoftaxappeals@gmail.com or bentulanluisa@gmail.com for email.	
How feedbacks are processed	Everyday at 3:30 P.M., the assigned Officer of the Day opens the suggestion box, collect the form, record it on logbook, and forward the same to the Board Secretary.	
	Feedback form is forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least twenty-four (24) hours upon receipt to file a comment or answer thereto;	
	Or	
	Everyday, the Officer of the Day will check the inbox of the Email Account of the LBAA and will refer the printout of messages to the Board Secretary for evaluation.	
	After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is	



	given at least twenty-four (24) hours upon receipt to file a comment or answer thereto; Thereafter, client is informed of the answer with regard to his/her feedback. For inquiries and follow-ups, client may contact #s: (LBAA) 888-PASAY (72729) Local 1151 or type boardoftaxappeals@gmail.comor bentulanluisa@gmail.com for email.
How to file a complaint	Answer and fill out the Client complaint form, and drop it in the suggestion box which is readily available in the Local Board of Assessment Appeals-Public Assistance and Complaints Desk (LBAA-PACD), LBAA at Room 110, Pasay City Hall. Complaints can also be referred via telephone call. Kindly provide the following details to wit: Name of the person being complained of Incident Evidence Full name and contact info of the complainant Or You may forward your complaint by sending message to the email address of the LBAA or the Board Secretary. Contact info: Local Board of Assessment Appeals (LBAA) at 888-PASAY (72729) Local 1151 or type boardoftaxappeals@gmail.com or bentulanluisa@gmail.com for email.
How complaints are processed	Daily at 3:30 P.M., the assigned Officer of the Day opens the suggestion box, collect



the form, record it on logbook, and forward the same to the Board Secretary. The Board Secretary shall evaluate the complaint to determine whether the complaint has substance or is made in a frivolous manner. Thereon, the Board Secretary shall require the concerned staff being indicted with complaint to file a comment or answer within twenty-four (24) hours. The answer will then be assessed and a decision thereof will be released. Thereafter, client is informed of the answer with regard to his/her complaint. Or Everyday, the Officer of the Day will check the inbox of the Email Account of the LBAA and will refer the printout of messages to the Board Secretary for evaluation. After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least twenty-four (24) hours upon receipt to file a comment or answer thereto; Thereafter, client is informed of the answer with regard to his/her complaint. For inquiries and follow-ups, client may contact #s: (LBAA) 888-PASAY (72729) Local 1151 or type bentulanluisa@gmail.com Contact Information of ARTA, PCC, ARTA: complaints@arta.gov.ph 8478 5093 CSC-CCB PCC: 8888 CSC-CCB: 0908-881-6565 (SMS)



SECOND FLOOR

People's Law Enforcement Board (Room # 201)

Lupon sa Pagpapatupad ng Batas ng Mamamayan	
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Every client who transacts business (any nature of transactions) has to accomplish the feedback form and once accomplished, the client(s) shall place the feedback form in the Suggestion Drop Box in front of People's Law Enforcement Board - Public Assistance and Complaints Desk (PLEB-PACD) at Room 201, Pasay City Hall.
	In addition, feedback can also be made possible by sending PM via PLEB Pasay social media account, PLEB-Pasay Facebook page or sending an email to us. Contact Information: Telephone No.: 888-PASAY (72729) Local 1293 FB Page: PLEB Pasay Facebook
How a feedback is being processed?	Processing of feedback(s) is done after collating the feedback forms on a daily basis from the suggestion box, and sent/emailed messages. The assigned Officer of the Day will record the same and will maintain a computer folder for such purpose.
	Feedback against PLEB staff regarding the services rendered to the clients has to be answered within forty-eight (48) hours upon endorsement by the Administrative Officer and the reply can be relayed or transmitted electronically to the client who demands it.



	The Officer of the Day must see to it that prompt action is delivered and provided for.
	For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1293, message PLEB Pasay Facebook page or send email to plebpasay@yahoo.com .
How to file and submit complaint(s)?	PLEB's clients, who may wish to file a complaint against any PLEB staff, shall accomplish the PLEB Complaint Form. A client may file and submit the complaint using an additional sheet if warranted, and once accomplished, the written complaint shall be placed inside the Suggestion Box in front of PLEB-PACD at Room 201, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: - Complainant's full name and contact information - Name of the person being complained - Incident - Evidence
	Or
	Clients may send their complaints via the PLEB social media accounts PLEB Pasay Facebook account, or via email, indicating therein the above information.
	Contact Information: Telephone No.: 888-PASAY (72729) Local 1293 FB Page: PLEB Pasay Facebook Email Address: plebpasay@yahoo.com
How to process complaint(s)?	The Officer of the Day shall collate and immediately record the complaint if any



	and shall refer the same to the
	Administrative Officer for evaluation and
	also monitor the PLEB social media
	accounts on a daily basis to check
	whether a complaint is lodged.
	The Administrative Officer shall evaluate and verify the veracity of the complaint and endorse the same to the concerned PLEB staff who will be given three (3) working days to submit an answer.
	The Administrative Officer shall make an Investigation Report and Analysis/Findings and Recommendation with the concurrence of the PLEB Chairperson and the same shall be forwarded to both parties.
	For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1293, message PLEB-Pasay Facebook page or email us at plebpasay@yahoo.com.
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478 5093
	DCC: 0000

City Mayor's Office (Room #203)

Tanggapan ng Alkalde ng Lungsod

FEEDBACK AND COM	PLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Mayor's Office-Public Assistance and Complaints Desk (CMO-PACD), Room 203, Pasay City Hall.
	Or
	You may send your feedback via email.
	Contact info: City Mayor's Office (CMO) at 888-PASAY (72729) Local Nos. 1201,

CSC-CCB: 0908-881-6565 (SMS)

PCC: 8888



	1207 or email us at
Harris de alle alle and anno and	mayor emi@pasay.gov.ph.
How feedbacks are processed	CMO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards the same to the concerned personnel/office/department for information and appropriate action, copy furnished the City Mayor.
	Feedbacks are forwarded to the concerned personnel/office/department, who is required to answer within one (1) day of receipt thereof.
	Or
	The CMO-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel/office/department for information and appropriate action, copy furnished the City Mayor. The concerned personnel/office/department shall be given at least one (1) day to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local Nos. 1201, 1207 or email us at mayor_emi@pasay.gov.ph .
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the CMO-PACD, Room 203, Pasay City Hall. Complaints can also be referred via telephone call and thru social media accounts, to wit: • Mayor Emi Calixto-Rubiano (Facebook page)



	Pasay City Public Information Office (Facebook page)
	Kindly provide the following information/details, to wit: • Name of the person being complained • Incident • Evidence • Name and contact information of the complainant
	Or
	It may be sent thru email, ensuring that required information are provided, as stated.
	Contact info: City Mayor's Office (CMO) at 888-PASAY (72729) Local Nos. 1201, 1207 or email us at mayor_emi@pasay.gov.ph, or type @
	pasaycitymayor and @pasaypio, for PM, respectively.
How complaints are processed	CMO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel/office/department, for information and appropriate action. Copy thereof will also be provided to the City Mayor.
	Concerned employee/office/department shall be given at least one (1) day to provide answer or reply thereto, copy furnished the Pasay City Mayor. The answer will be assessed and a decision thereof will be released.
	Or
	The Page Admin of the Mayor Emi Calixto-Rubiano and PCG-Pasay City Public Information Office Official FB



	Pages will check daily the messenger inbox of the said FB accounts, respectively. Printouts of message screenshots will be forwarded to concerned personnel/office/department, for proper action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, the citizen may call the City Mayor's Office at 888-PASAY (72729) Local Nos. 1201, 1207 or type @pasaycitymayor and @pasaypio for PM, respectively.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
000-005	PCC: 8888
	CSC-CCB: 0908-8816565

Internal Audit Services Office (Room #203)

Tanggapan ng Serbisyong Awdit Internal

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	You may send your feedback thru email to the Official email address of Internal Audit Services Office (IASO) @ iaso.pasaylgu@gmail.com.
How feedbacks are processed	Everyday, the assigned personnel from the Internal Audit Services will check the inbox of the IASO Gmail account for proper action.
	After which, citizen is informed of the answer with regard to their feedback within forty-eight (48) hours upon receipt of the feedback.
	For inquiries and follow-ups, citizen may contact 888-PASAY (72729) Local 1219
How to file a complaint	Complaints will be filed via email. Kindly provide the following information/details to wit:



	 Name of the person being complained Incident Evidence
	For inquires and follow-ups, client/s may contact telephone number 888-PASAY (72729) Local 1219
How complaints are processed	The IASO shall evaluate the complaint or client concern for appropriate action. At least forty-eight (48) hours will be given to concerned personnel to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the
	answer with regard to their feedback. For inquiries and follow-ups, citizen may contact 888-PASAY (72729) Local 1219
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CCB: 0908-8816565

City Administrator's Office (Room #204)

Tanggapan ng Tagapangasiwa ng Lungsod

ranggapan ng ragapangasiwa ng Lungsou	
FEEDBACK AND CO	OMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located in front of City Administrator's Office-Public Assistance and Complaints Desk (CAdminO-PACD) at the Room 204, Pasay City Hall. Contact Information Tel. No.: 888-PASAY (72729) Local Nos. 1233, 1234
How feedbacks are processed	Everyday before 4:00 P.M., from Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the dropped forms, and forwards the same to the City Administrator, for his information and appropriate action.



	The concerned staff shall immediately be notified the following day and shall be required to comment/answer within twenty-four (24) hours upon his/her receipt of notice. Likewise, the complainant shall be notified, via text message, on the action taken by the CAdO.
	For inquiries and follow-up, citizen may contact: Tel. No.: 888-PASAY (72729) Local Nos. 1233, 1234
How to file a complaint	Answer the complaint form, and drop it in the suggestion box located in front of CAdO-PACD at the Room 205, Pasay City Hall.
	Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit; - Full name of the complainant - Address and contact number - Date and time of the incident being complained - Name of the person/staff subject of the complaint
	Contact Information Tel. No.: 888-PASAY (72729) Local Nos. 1233, 1234
How complaints are processed	Everyday before 4:00 P.M., from Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the dropped forms, and forwards the same to the City Administrator, for his information and appropriate action.
	The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.
	If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then



	acknowledgement of which shall be made on the next working day.
	The City Administrator shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof.
	The complainant shall likewise be informed within 24 hours of the initial action of City Administrator.
	Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.
	Within 24 hours, the City Administrator must come up with a resolution on the issue subject of the complaint and furnish the complainant accordingly.
	For inquiries and follow-up, citizen may contact: Tel. No.: 888-PASAY (72729) Local Nos.
	1233, 1234
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478 5093
	PCC: 8888 CSC-CCB: 0908-881-6565
	C3C-CCD. 0900-001-0303

City Legal Office (Room #205)

Tanggapan ng Pinunong Pambatas ng Lungsod

ranggapan ng rananang ranasata ng Langasa	
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the City Legal Office-Public Assistance and Complaints Desk (CLO-PACD) at Room 205, Pasay City Hall. Contact information Tel. Nos.: 888-PASAY (72729) Local 1243.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the CLO-PACD opens the suggestion box, retrieves the



	enclosed forms, and forwards the same to the CLO Head.
	Feedback forms will then be forwarded to concerned employee for information and appropriate action. Concerned employee is given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1243.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the CLO-PACD at Room 205, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
How complaints are processed	For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) local 1243.
How complaints are processed	On a daily basis at 4:00 P.M., the Officer of the Day at the CLO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CLO Head.
	The CLO Head shall evaluate the complaint or client concern and assign to CLO employee in-charge of the complaint for preparation of Notice to Answer addressed to the concerned employee. The employee being complained of shall be given forty-eight (48) hours upon receipt of the notice to provide written answer.



	The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to the submitted complaint.
	For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1243.
Contact Information of ARTA, PCC,CSC-	ARTA: complaints@arta.gov.ph
CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Human Resource Management & Development Office (Room #206)

Tanggapan ng Pamamahala at Pagpapaunlad ng Yamang Tao

FEEDBACK AN	ID COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Human Resource Management and Development Office-Public Assistance and Complaints Desk (HRMDO-PACD) at Room 206, Pasay City Hall.
	Or
	You may forward your feedback by sending your PM to the Official FB Account of the HRMDO.
	Contact info: Human Resource Management and Development Office (HRMDO) at 888-PASAY (72729) Local 1253 or type @pasayhr for PM.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the HRMDO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Complaints and Investigation Unit, Policy and Organizational Development Division, HRMDO.
	Feedback forms are forwarded to concerned employee/division/



	department/office for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the Page Admin of the PCG-HRMDO Official FB Page will check the messenger inbox of the HRMDO Facebook Account. Printouts of message screenshots will be forwarded to concerned employee/division/department/office for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: (HRMDO) 888-PASAY (72729) Local 1253 or type @pasayhr for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the HRMDO-PACD at Room 206, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may visit the official page of HRMDO and send your complaint thru PM.
	Contact info: Human Resource Management and Development Office



	(LIDADO) + 000 DAOAY (=0=00) :
	(HRMDO) at 888-PASAY (72729) Local 1253 or type @pasayhr for PM.
How complaints are processed	On a daily basis, the Officer of the Day at the HRMDO-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same the Complaints and Investigation Unit, Policy and Organizational Development Division, HRMDO.
	The HRMDO Complaint and Investigation Unit shall evaluate the complaint or client concern and forward it to concerned employee/division/department/office for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto.
	Or
	Everyday, the Page Admin of the PCG-HRMDO Official FB Page will check the messenger inbox of the HRMDO Facebook Account. Printouts of message screenshots will be forwarded to concerned employee/division/department/office for proper action. They are given at least
	forty-eight (48) hours to provide answer or reply thereto.
	The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: HRMDO at 888-PASAY (72729) Local 1253 or type @pasayhr for PM.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565



Business Permits and Licensing Office (Room #207)

Tanggapan ng Permiso at Paglilisensya sa Negosyo

Tanggapan ng Permiso at Paglilise	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Business Permits & Licensing Office-Public Assistance and Complaints Desk (BPLO-PACD), Room 207, Pasay City Hall.
	Or
	You may send your feedback by sending your PM to the Official FB Account of the Business Permits and Licensing Office. Contact information Tel. No.: 888-PASAY (72729) Local Nos. 1246, 1247. E-mail: pasay.bplo@gmail.com / bplo@pasay.gov.ph
	FB Link:
How feedbacks are processed	https://www.facebook.com/BPLOPasayCity Everyday at 4:00 P.M., the assigned personnel at the BPLO-PACD opens the suggestion box and retrieves the enclosed forms.
	Feedback forms are forwarded to concerned section/personnel for their information and appropriate action. They are given at least twenty-four (24) hours to provide answer or reply thereto;
	Or
	Everyday, the assigned personnel will check the messenger inbox of the BPLO Facebook Account. Screenshots of messages will be forwarded to concerned section/personnel for proper action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact us at: Tel. No.: 888-PASAY (72729) Local Nos. 1246, 1247. E-mail: pasay.bplo@gmail.com / bplo@pasay.gov.ph



	FB Link:
	https://www.facebook.com/BPLOPasayCity
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the PLO-PACD at Room 207, Pasay City Hall.
	Complaints can also be filed via telephone call/email. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Contact No Name of Complainant
	Or
	You may visit the official FB page of BPLO and send your complaint thru PM.
	Contact information Tel. No.: 888-PASAY (72729) Local Nos. 1246, 1247. E-mail: pasay.bplo@gmail.com / bplo@pasay.gov.ph FB Link:
How complaints are processed	https://www.facebook.com/BPLOPasayCity Everyday at 4:00 P.M., the assigned personnel at the BPLO-PACD opens the suggestion box and retrieves the enclosed forms.
	The BPLO officer of the day shall evaluate the complaint or client concern and forward it to concerned section/personnel for their information and appropriate action. They are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed of the answer with regard to their feedback.
	Or
	On a daily basis, the assigned personnel from the BPLO will check the messenger inbox of the BPLO Facebook Account. Screenshots of



	messages will be forwarded to concerned section/personnel for proper action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact us at: Tel. No.: 888-PASAY (72729) Local Nos. 1246, 1247.
	E-mail: pasay.bplo@gmail.com /
	bplo@pasay.gov.ph
	FB Link:
	https://www.facebook.com/BPLOPasayCity
Contact Information of ARTA,	ARTA: complaints@arta.gov.ph
PCC, CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Pasay Social Welfare Development Department (Room #208)

Kagawaran ng Kagalingang Panlipunan at Pagpapaunlad ng Pasay

Ragawaran ng Ragainigang r aniipt	51 1
FEEDBACKS A	ND COMPLAINTS MECHANISM
How to send feedback	Answer the feedback form and drop it in the suggestion box located in front of Pasay Social Welfare and Development Department-Public Assistance and Complaints Desk (PSWDD-PACD) at Room 208, Pasay City Hall. Or
	You may email or PM us.
	Contact Information: Telephone No.: 888-PASAY (72729) Local 1258. FB Link: https://www.facebook.com/pswdd.pasay E-mail: pswddcopasay.gov.ph or pswddpasaycity@gmail.com
How feedbacks are processed	The Officer of the Day opens the suggestion box every 8:00 A.M. on a daily basis, retrieves the enclosed forms and forwards the same to the assigned personnel at the Crisis Intervention Unit (CIU);
	Or Everyday, the administrator of the DSWDD ER
	Everyday, the administrator of the PSWDD FB Page and email accounts will check the



messenger and email inbox. Printout of the feedback will be forwarded to the assigned personnel at the CIU.

The CIU Officer shall record the feedbacks and forward the same to the concerned Unit In Charge or Social Workers for their information and appropriate action. They are given at least forty-eight hours (48) to provide answer or reply thereto. The concerned Unit In Charge or Social Worker shall likewise provide the Officer of the Day of the Actions taken to be noted on the feedbacks logbook for proper monitoring;

After which, citizen is informed of the answer with regard to their feedback.

For inquiries and follow-ups, citizen may contact: Telephone No.: 888-PASAY (72729) Local 1258. FB Link: https://www.facebook.com/pswdd.pasay E-mail: pswddcopasay.gov.ph or pswddpasay.gity@gmail.com

How to file a complaint

Answer the complaint form and drop it in the suggestion box located in front of PSWDD-PACD at Room 208, Pasay City Hall.

Complaints can also be filed thru telephone call at telephone number 888-PASAY (72729) local 1258. Kindly provide the following information/details, to wit:

- Name of the person being complained
- Incident
- Evidence
- contact number of the complainant

Or

You may visit the Official FB Account of PSWDD send your complaint thru private message or send email to the PSWDD official email addresses. Kindly state the above required information/detail in your complaint.

Contact Information:

Telephone No.: 888-PASAY (72729) Local 1258. FB Link: https://www.facebook.com/pswdd.pasay



	E mails noused announce and are
	E-mail: <u>pswddcopasay.gov.ph</u> or
	pswddpasaycity@gmail.com
How complaints are processed	The Officer of the Day opens the suggestion box every 8:00 A.M. on a daily basis, retrieves the enclosed forms and forwards the same to the CIU;
	Or
	Everyday, the administrator of the PSWDD FB Page and email accounts will check the messenger and email inbox. Printout of the complaint will be forwarded to the assigned personnel at the CIU.
	The CIU Officer shall record the complaints and forwards the same to the Social Welfare Officer III who shall evaluate and investigate the client's complaint and forward it to the staff being complained. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed by the Social Welfare Officers III and V, and decision thereof will be released. After which, citizen will be informed with regards to their complaint.
	Citizen will be notified within twenty-four (24) hours upon receipt of comment/explanation.
	For inquiries and follow-ups, citizen may contact: Telephone No.: 888-PASAY (72729) Local 1258. FB Link: https://www.facebook.com/pswdd.pasay E-mail: pswddcopasay.gov.ph or pswddpasaycity@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565



Urban Development and Housing Office (Room #209)

Tanggapan ng Panlungsod na Pagpapaunlad at Pabahay

FEEDBACK AN	ID COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Urban Development & Housing Office-Public Assistance and Complaints Desk (UDHO-PACD) at Room 209, 2 nd Floor, Pasay City Hall.
	OR
	You may forward your feedback by sending your PM to the Official FB Account of UDHO Pasay.
	Contact Info: Urban Development & Housing Office (UDHO) at 888-PASAY (72729) Local Nos. 1262, 1263 or type udhopasay for PM.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the day at the UDHO-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Housing & Homesite Regulation Officer VI, for evaluation and appropriate action.
	Feedback forms are forwarded to concerned employee/division/office, for information and appropriate action. They are given at least fortyeight (48) hours to provide answer or reply thereto;
	Or
	Every day, the Administrator of the UDHO Official FB Page will check the messenger inbox or office email account to look for feedback messages, and will refer the printout/s thereof to Housing & Homesite Regulation Officer VI, for evaluation and appropriate action.
	The printout/s will be forwarded to, and received by concerned employee/division/office,



	for proper action. They are given at least forty- eight (48) hours to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquires and follow-ups, citizen may contact Urban Development & Housing Office (UDHO) at 888-PASAY (72729) Local Nos. 1262, 1263 or type udhopasay for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the UDHO-PACD at Room 209, 2 nd Floor, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information / details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or You may visit the official page of UDHO and send your complaint thru PM.
	Contact Info: Urban Development & Housing Office (UDHO) at 888-PASAY (72729) Local Nos. 1262, 1263 or type udhopasay for PM.
How complaints are processed	On a daily basis, the Officer of the Day of UDHO-PACD opens the suggestion box every 4:00 P.M. retrieves the enclosed forms, and forwards the same to Housing & Homesite Regulation Officer VI, for evaluation and appropriate action.
	Concerned employee/division/office will be given at least forty-eight (48) hours to provide answer or reply hereto. The answer will then be assessed and decision thereof will be released.



	After which, citizen is informed of the answer with regard to their complaint.
	Oi
	Every day, the Administrator of the UDHO Official FB Page will check the messenger inbox or office email account to look for complaint messages, and will refer the printout/s thereof to Housing & Homesite Regulation Officer VI, for evaluation and appropriate action.
	The printout/s will be forwarded to, and received by concerned employee/division/office, for proper action. They will be given at least forty-eight (48) hours to provide or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquires and follow-ups, citizen may contact
	Urban Development & Housing Office (UDHO) at 888-PASAY (72729) Local Nos. 1262, 1263 or type udhopasay for PM.
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph

CSC-CCB

complaints@arta.gov.ph

8478-5093

PCC: 8888

CSC-CCB: 0908-8816565

City Budget Office (Room #210)

Tanggapan ng Badyet ng Lungsod

FEEDBACK ANI	D COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the City Budget Office at Room 210, Pasay City Hall. OR
	Send your feedback thru email.
	Contact info: City Budget Office at 888-PASAY (72729) Local Nos. 1270, 1271



	citybudgetoffice.pasay@gmail.com
How feedbacks are processed	Everyday at 4:00 P.M., the CBO-Public Assistance and Complaints Desk (PACD)
	Officer shall: (1) open the suggestion box, retrieve the enclosed forms;
	(2) check the email of the office and print all feedbacks of the day;
	(3) record all feedbacks in a logbook; and(4) forward the feedbacks to concerned personnel and to the CBO-Administrative Officer (CBO-AO), copy
	furnished the City Budget Office Head. The concerned personnel shall be given at least forty-eight (48) hours to provide answer or reply thereto. Reply shall be given to the
	CBO-AO copy furnished the CBO Head.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #: City Budget Office 888-PASAY (72729) Local Nos. 1270, 1271.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the City Budget Office at Room 210, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:
	 Name of the person being complained Incident Evidence
	- Full name and contact info of the complainant
	Clients may likewise email their complaints, with required information stated above.
	Contact info: City Budget Office at 888-PASAY (72729) Local Nos. 1270, 1271 citybudgetoffice.pasay@gmail.com



How complaints are processed	On a daily basis at 4:00 PM the CBO-Public Assistance and Complaints Desk (PACD) Officer shall:
	(1) open the suggestion box, retrieve the enclosed forms;
	(2) check the email of the office and print all complaints of the day;
	(3) record all complaints in a logbook; and (4) forward the complaints to concerned
	personnel and to the CBO-
	Administrative Officer (CBO-AO) copy furnished the City Budget Office Head.
	The concerned personnel shall be given at least forty-eight (48) hours to provide an
	answer or reply thereto. Reply shall be given to the CBO-AO copy furnished the CBO Head for appropriate action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: City Budget Office at 888-PASAY (72729) Local Nos. 1270, 1271.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

City Planning & Development Office (Room #211)

Tanggapan ng Pagpaplano at Pagpapaunlad ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Planning and Development Office-Public Assistance and Complaints Desk (CPDO-PACD), Room 211, Pasay City Hall.
	or
	Send your feedback thru email.
	Contact info: City Planning and Development Office (CPDO) at 888-PASAY (72729) Local



	Nos. 1274, 1275 or email us at
	cpdopasay@gmail.com.
How feedbacks are processed	Everyday at 4:00 P.M., the CPDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel; copy furnished the City Planning and Development Office Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.
	Or
	The CPDO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the CPDO Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-up, the client may call 888-PASAY (72729) Local Nos. 1274, 1275 or email us at cpdopasay@gmail.com .
How to file a complaint	Answer the complaint form and drop it at the designated suggestion box of the CPDO-PACD, Room 211, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit:
	a. Name of person being complainedb. Incidentc. Evidence
	 d. Name and contact information of the



	a a mala in a n t
	complainant
	Or
	It can also be filed by sending an email, ensuring that required information are provided, as stated.
	Contact info: City Planning and Development Office (CPDO) at 888-PASAY (72729) Local Nos. 1274, 1275 or email us at cpdopasay@gmail.com .
How complaints are processed	CPDO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records all complaints submitted, and forwards the same to the concerned personnel, copy furnished the City Planning and Development Office Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.
	Or
	The CPDO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the CPDO Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the CPDO Head for information and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-up, the client may call 888-PASAY (72729) Local Nos. 1274, 1275 or email us at cpdopasay@gmail.com .



Contact Information of ARTA,PCC,
CSC-CCB

ARTA: complaints@arta.gov.ph
8478-5093
PCC: 8888
CSC-CCB: 0908-8816565

Tricycle and Pedicab Franchising Regulatory Office (Room #212)

Tanggapan ng Nangangasiwa ng Prangkisa ng Traysikel at Padyak

Tanggapan ng Nangangasiwa ng Prangkisa ng Traysikei at Padyak	
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill out the client feedback form and drop it at the suggestion box at the Tricycle Pedicab Franchising Regulatory Office-Public Assistance and Complaints Desk (TPFRO-PACD) at Room 212, Pasay City Hall. Contact info: TPFRO at 888-PASAY (72729)
How feedbacks are processed	Before the working day ends, the appointed Officer of the Day at the TPFRO-PACD opens the suggestion box to retrieve, assess, sort, compile and record all the feedback forms collected for that day. Feedback forms are forwarded to the TPFRO Officer-in-Charge for proper evaluation. In cases where TPFRO personnel are involved, feedback forms are forwarded to, and received by the concerned employee/s. The concerned personnel is given three (3)-working days to answer. Both TPFRO OIC and client will be given with a copy thereof. Or Feedback can be referred via phone call. If immediate reply is not possible, report will be documented and response will be provided at a later date or within thirty-six (36) hours upon
	receipt of the call. After which, the TPFRO OIC will inform the client with regard to the action taken thereof.



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	For inquiries and follow-ups, client may contact the TPFRO at 888-PASAY (72729) Local Nos. 1277, 1278, 1279.
How to file a complaint	Fill out the client complaint form and drop it at the designated suggestion box at the TPFRO- PACD, Room 212, Pasay City Hall.
	Or
	It may also be referred via phone call. Please have the following information provided: • Name of the person being complained • Details of the Incident • Evidence/s • Name and contact information of the Complainant
	Contact info: TPFRO at 888-PASAY (72729) Local Nos. 1277, 1278, 1279.
How complaints are processed	Before the working day ends, the appointed Officer of the Day at the TPFRO-PACD opens the suggestion box to retrieve, assess, sort, compile and record all the complaint forms collected for that day.
	Complaint Forms are forwarded to the TPFRO Officer-in-Charge for proper evaluation.
	In cases where TPFRO personnel are involved, complaint forms are forwarded to, and received by the concerned employee/s. The concerned personnel is given three (3)-working days to answer. Both TPFRO OIC and client will be given with a copy thereof.
	Or
	Complaint can be referred via phone call. If immediate reply is not possible, report will be documented and response will be provided at a later date or within thirty-six (36) upon receipt of the call.
	After which, the TPFRO OIC will inform the client with regard to the action taken thereof.



	For inquiries and follow-ups, client may contact the TPFRO at 888-PASAY (72729) Local Nos. 1277, 1278, 1279.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Public Information Office (Room #214)

Tanggapan ng Impormasyong Pampubliko

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box of the Pasay City Public Information Office-Public Assistance and Complaints Desk (PCPIO-PACD), Room 214, Pasay City Hall.
	Or
	You may forward your feedback by sending your personal message (PM) to the Official FB Account of Pasay City Public Information Office.
	Contact info: Public Information Office (PIO) at 888-PASAY (72729) Local 1284 or type @pasaypio for PM.
How feedbacks are processed	Pasay PIO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the concerned personnel/office/department, copy furnished the Pasay City PIO Head.
	Feedbacks are forwarded to the concerned personnel/office/department. They are required to answer within one (1) day of receipt thereof.
	Or
	The Page Admin of the PCG-Pasay City Public Information Office Official FB Page will check the messenger inbox of the Pasay PIO Facebook Account daily. Screenshots of messages will be



	forwarded to concerned employee/department/office, for proper action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may call Pasay PIO at 888-PASAY (72729) Local 1284 or type @pasaypio for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box of the Pasay City Public Information Office -Public Assistance and Complaints Desk (PCPIO-PACD), Room 214, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may visit the official page of Pasay PIO and send your complaint thru PM.
	Contact info: Public Information Office at 888-PASAY (72729) Local 1284 or type @pasaypio for PM.
How complaints are processed	Pasay PIO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to the concerned employee/office/department for information and appropriate action. Copy thereof will also be provided to the Pasay City PIO Head.
	Concerned employee/office/department shall be given at least one (1) day and ten (10) minutes to provide answer or reply thereto, copy furnished the Pasay City PIO Head. The answer will be assessed and a decision thereof will be released.



	Or
	The Page Admin of the PCG-PIO Official FB Page will check the messenger inbox of the Pasay PIO Facebook Account daily. Screenshots of messages will be forwarded to concerned department/office for proper action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, the citizen may call the Public Information Office at 888-PASAY (72729) Local 1284 or type @pasaypio for PM.
Contact Information of ARTA, PCC, CSC-CCB.	ARTA: complaints@arta.gov.ph 8478-5093
,	PCC: 8888 CCB: 0908-8816565

City Anti-Drug Abuse Council (Room #216)

Sangguniang Laban sa Pag-abuso sa Droga ng Lungsod

FEEDBACK A	
	ND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the City Anti-Drugs Abuse Council-Public Assistance and Complaints Desk (CADAC-PACD) at Room 216, Pasay City Hall.
	Or
	You may forward your feedback by sending your PM to the Official FB Account of the CADAC.
	Contact info: City Anti-Drug Abuse Council (CADAC) at 888-PASAY (72729) Local Nos. 1290, 1291 or type @pasaycitycadac for PM.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the CADAC opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Officer-in-charge for evaluation.
	Feedback forms are forwarded to concerned employee/office for information and appropriate



	action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Every day, the Page Admin of the CADAC Official FB Page will check the messenger inbox of the CADAC Facebook Account, and will refer the printout of message to the Officer-in-Charge for evaluation.
	The printout message will be forwarded to, and received by concerned employee/office for proper action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: City Anti-Drug Abuse Council (CADAC) 888-PASAY (72729) Local Nos. 1290, 1291 or type @pasaycitycadac for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the City Anti-Drugs Abuse Council-Public Assistance and Complaints Desk (CADAC-PACD) at Room 216, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may visit the official page of CADAC and send your complaint thru PM.
	Contact info: City Anti-Drug Abuse Council (CADAC) at 888-PASAY (72729) Local Nos. 1290, 1291 or type @pasaycitycadac for PM.



On a daily basis, the Officer of the Day at the CADAC opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same to the Officer-in-Charge for evaluation.
The Officer of the day shall evaluate the complaint or client concern and forward it to concerned employee/office for information and appropriate action. The latter will be given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
After which, citizen is informed of the answer with regard to their complaint.
Or
Every day, the Page Admin of the CADAC Official FB Page will check the messenger inbox of the CADAC Facebook Account, and will refer the printout of message to the Officer-in-Charge for evaluation.
The printout message will be forwarded to, and received by concerned employee/office for proper action. They will be given at least forty-eight (48) hours to provide answer or reply thereto;
After which, citizen is informed of the answer with regard to their feedback.
For inquiries and follow-ups, citizen may contact #s: City Anti-Drug Abuse Council (CADAC) 888-PASAY (72729) Local Nos. 1290, 1291 or type @pasaycitycadac for PM.
ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565



THIRD FLOOR

Pasay City Barangay Bureau (Room #303)

Kawanihang Pambarangay ng Lungsod Pasay

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form and drop it in the suggestion box, in front of the Pasay City Barangay Bureau-Public Assistance and Complaints Desk (PCBB-PACD) at Room 303, Pasay City Hall.
	Or
	You may send your feedback thru PCBB email address.
	Contact info: PCBB at 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at pcbbpasay@gmail.com
How feedbacks are processed	Every day, all received feedback forms will be recorded, reviewed, and forwarded by the Officer of the Day to concerned Admin Section of the PCBB.
	Copy of feedback forms will be forwarded to concerned personnel or barangay. They are required to take action within three (3) days of the receipt thereof. The answer of concerned personnel or barangay will be relayed to the citizen and forwarded to relevant offices.
	For inquiries and follow-ups client may contact PCBB at 888-PASAY (72729) Local Nos. 1351, 1352, 1353.
How to file a complaint	Answer complaint form and drop it in the suggestion box, in front of the Pasay City Barangay Bureau-Public Assistance and Complaints Desk (PCBB-PACD) at Room 303 Pasay City Hall.
	Complaint can also be filed via telephone call or email. Make sure to provide the following information: Name of person being complained Incident



	 Evidence Full name and contact info of the complainant. Contact info: PCBB at 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at pcbbpasay@gmail.com
How complaints are processed	Every day, all received complaint forms will be recorded, reviewed, and forwarded by the Officer of the Day to concerned Admin Section of the PCBB.
	The concerned Admin Section shall review and evaluate the complaint form and forward it concerned personnel or barangay concern to submit appropriate action. They are required to take action within three (3) days of the receipt thereof.
	The answer of concerned personnel or barangay will be submitted to the PCCB Officer-in-Charge and relevant offices, for appropriate action. Copy will also be given to the citizen.
	For inquiries and follow ups, citizen may contact the following numbers: (PCBB) 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or send email at pcbbpasay@gmail.com .
Contact Information of ARTA, PCC and CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Pasay City Environment & Natural Resources Office (Room #304)

Tanggapan ng Kapaligiran at Likas na Yaman ng Lungsod Pasay

FEEDBACK AN	FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	You can secure a feedback form at Pasay City Environment and Natural Resources Office-Public Assistance and Complaint Desk (PCENRO- PACD), Room 304, Pasay City Hall, thru our designated Officer of the Day: Answer the feedback form, and drop it in the suggestion box, in front of the PCENRO-PACD.	



	Contact info: PCENRO at 888-PASAY (72729) Local 1332.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned personnel at the PCENRO-PACD opens the suggestion box, retrieves the forms and forwards the same to the Officer-in-Charge.
	The Officer-in-Charge evaluates the feedback and forwards it to concerned personnel/division for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact PCENRO at 888-PASAY (72729) Local 1332.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the PCENRO-PACD, Room 304, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following: - Name of the person being complained - Incident - Evidence - Name and contact information of the complainant
	Contact info: PCENRO at 888-PASAY (72729) Local 1332.
How complaints are processed	The personnel assigned at the PCENRO-PACD opens the suggestion box at 4:00 P.M. on a daily basis, retrieve the forms, and forwards the same to the Officer-in-Charge.
	The Officer-in-Charge shall evaluate the complaint or client concern and forward it to concerned personnel/division for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released. After which, citizen is informed with regard to their complaint.



	For inquiries and follow-ups, citizen may contact PCENRO at 888-PASAY (72729) Local 1332.
Contact information of ARTA,	ARTA: complaints@arta.gov.ph, 8478-5093
PCC, CCB-CCB	PCC: 8888
	CSC-CCB: 0908-8816565

City Accounting Office (Room #305)

Tanggapan ng Akawnting ng Lungsod

	Tanggapan ng Akawnting ng Lungsod		
FEEDBACK AND COMPLAINTS MECHANISMS			
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the City Accounting Office-Public Assistance Complaints Desk (CAO-PACD), Window 1, Room 305. Contact Info: (City Accounting Office) 888-PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347.		
How feedbacks are processed	The CAO-PACD Officer of the Day will open the Suggestion Box twice a day, every 11:00 AM and 4:00 PM to retrieve the forms. Retrieved forms will be logged by the CAO-PACD Officer of the Day for monitoring purposes. The Department Head evaluates the client feedback. Feedback forms are forwarded to and received by the concerned employee/s for information and appropriate action. Employee/s is/are given at least twenty-four (24) hours upon receipt to provide answer or reply thereto. After which, citizen is informed of the answer with regard to his/her feedback. For inquiries and follow-ups, citizen may contact City Accounting Office at 888-PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347.		
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the CAO-PACD, Window		
	1, Room 305.		



	Contact Info: (City Accounting Office) 888-PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347.
How complaints are processed	The CAO-PACD Officer of the Day will open the Suggestion Box twice a day, every 11:00 AM and 4:00 PM to retrieve the forms. Retrieved forms will be logged by the CAO-PACD Officer of the Day for monitoring purposes.
	The Department Head evaluates the complaint/client concern.
	Complaint forms are forwarded to and received by the concerned employee/s for information and appropriate action. Employees are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will be assessed and a decision thereof will be released.
	After which, citizen is informed of the answer with regard to his/her complaint.
	For inquiries and follow-ups, citizen may contact City Accounting Office at 888-PASAY (72729) Local Nos. 1340, 1341, 1342, 1344, 1345, 1346, 1347.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Pasay City Public Library (Room #306)

Pampublikong Aklatan ng Lungsod Pasay

FEEDBACK	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the client feedback form and drop it at the suggestion box of the Pasay City Library-Public Assistance and Complaints Desk (PCPL-PACD), Room 306, Pasay City Hall.
	Feedback can also be sent thru email.
	Contact information: (PCPL) at 888-PASAY (72729) Local 1362 or email at pcpl50@yahoo.com .



How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the PCPL-PACD opens the suggestion box and compiles and records all feedback submitted, and forwards the same to the City Librarian.
	Feedback forms are forwarded to the concerned personnel, who is required to answer within three (3) days of receipt thereof.
	Or
	Everyday, the Librarian will check the email of the library. Emails concerning feedback will be printed and forwarded to concerned personnel for proper action.
	The answer to the feedback given is relayed to the client.
	For inquiries and follow-ups, the client may call PCPL at 888-PASAY (72729) Local 1362 or email us at pasaylibrary@gmail.com.
How to file a complaint	Fill out the complaint form and drop it in the suggestion box of the Pasay City Public Library-Public Assistance and Complaints Desk (PCPL-PACD), Room 306, Pasay City Hall.
	It can also be filed thru sending an email to us.
	Please do not forget to include the following information:
	a. Name of person being complained b. Incident
	c. Evidenced. Name and contact information of the complainant.
	Contact information: (PCPL) at 888-PASAY (72729) Local 1362 or email us at pasaylibrary@gmail.com.
How complaints are processed	The PCPL-PACD Officer of the Day opens the suggestion box on a daily basis at 4:00 P.M., retrieves and records the submitted complaint, then forwards the same to the City Librarian.
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	Upon evaluation, the City Librarian shall forward the complaint to the concerned personnel for information and appropriate action. Employees are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will be assessed and a decision thereof will be released.
	After which, citizen is informed of the answer with regards to his/her complaint.
	Or
	Everyday, the Librarian will check the email of the library. Complaints will be printed and forwarded to concerned personnel for proper action. After which, the citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, client may call 888- PASAY (72729) Local 1362 or email us at pasaylibrary@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093
	PCC: 8888 CSC-CCB: 0908-8816565

Public Order & Safety Unit (Room #307)

Tanggapan ng Pampublikong Kaayusan at Kaligtasan

FEEDBACK	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, located at the Public Order and Safety Unit Office-Public Assistance and Complaints Desk (POSU-PACD), Room 307, Pasay City Hall.
	Send your feedback via email.
	Contact info: Public Order and Safety Unit (POSU) at 888-PASAY (72729) Local Nos. 1351, 1352,
	1353 or email us at posu.pasay@gmail.com
How feedbacks are processed	Every day at 4:00 P.M., the POSU-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all



	feedback submitted and forwards the same to the concerned personnel/section, copy furnished the
	POSU Officer-in-Charge.
	Copy thereof will be forwarded to the concerned personnel for information and appropriate action. They will be required to answer within two (2) days upon receipt thereof.
	Or
	Everyday, the POSU-PACD Officer of the Day will check the email of the office. Emails concerning feedback will be printed and forwarded to concerned personnel/section for proper action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, the client may call 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at posu.pasay@gmail.com
How to file a complaint	Answer the complaint form and drop it in the suggestion box in front of POSU-PACD, Room 307, Pasay City Hall.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:
	 Name of the person being complained Incident Evidence
	Name and contact information of the complainant
	Or
	It may be sent thru email, ensuring that required information are provided, as stated.
	Contact info: Public Order and Safety Unit (POSU) at 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at posu.pasay@gmail.com
How complaints are processed	POSU-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to concerned personnel



for information and appropriate action. Copy thereof will also be provided to the POSU Officer-in-Charge.
Concerned employee is given two (2) working days to provide answer or reply thereto. He shall submit his answer to POSU Officer-in-Charge for his information and appropriate action.
After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
Or
Everyday, the POSU-PACD Officer of the Day will check the email of the office. Emails concerning complaints will be printed and forwarded to the concerned personnel, for information and appropriate action; copy furnished the POSU Officer-in-Charge. Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to POSU Officer-in-Charge for his information and appropriate action.
After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
For inquiries and follow-ups, the client may call 888-PASAY (72729) Local Nos. 1351, 1352, 1353 or email us at posu.pasay@gmail.com

Contact Information of ARTA,PCC, CSC-CCB

ARTA: complaints@arta.gov.ph

8478-5093

PCC: 8888

CSC-CCB: 0908-8816565

Pasay City Disaster Risk Reduction & Management Office (Room #308)

Tanggapan ng Pagbawas at Pamamahala sa Panganib na Dulot ng Sakuna ng Lungsod Pasay

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Answer the client feedback form and drop it in the
	designated drop box located at the Pasay City
	Disaster Risk Reduction and Management Office-
	Public Assistance and Complaint Desk
	(PCDRRMO-PACD) at Room 308, Pasay City Hall.



	OR
	Send your feedback via email.
	Contact information Tel. Nos.: 888-PASAY (72729) Local Nos. 1371, 1372, 1373 E-mail: drrmo@pasay.gov.ph or pasaydrrmo1963@gmail.com FB Link: https://www.facebook.com/pcdrrmorescue/
How feedback are processed	Everyday at 4:00 P.M., the Officer of the Day
Trow recuback are processed	opens the drop box and compiles, consolidates and records all feedback submitted;
	Feedback requiring answers are forwarded to the PCDRRMO Head for evaluation, who in turn forwards the same to the concerned employee/s and they are given forty-eight (48) hours upon receipt of the feedback to provide answer;
	Or
	Everyday, the administrator of the PCDRRMO official FB page and email account checks the messenger or email inbox. Printout of which will be forwarded to the PCDRRMO Head for evaluation, who in turn forwards the same to the concerned employee/s and they are given forty-eight (48) hours upon receipt of the feedback to provide answer.
	The answer of the employee is then relayed to the client.
	For inquiries and follow-ups, clients may contact: Tel. Nos.: 888-PASAY (72729) Local Nos.1371, 1372, 1373 E-mail: drrmo@pasay.gov.ph or pasaydrrmo1963@gmail.com
	FB Link:
How to file a complaint	https://www.facebook.com/pcdrrmorescue/ Answer the client complaint form and drop it in the designated drop box in front of the PCDRRMO-PACD at Room 308, Pasay City Hall;



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Complaints can also be filed via telephone. Make sure to provide the following information:

- Name of individual being complained
- Nature of incident
- Evidence
- Name and contact info of the complainant

Or

You may visit the official page of PCDRRMO and send your complaint thru PM, or message your complaint via email, provided that information required are indicated therein.

Contact information

Tel. Nos.: 888-PASAY (72729) Local Nos.1371,

1372, 1373

E-mail: <u>drrmo@pasay.gov.ph</u> or <u>pasaydrrmo1963@gmail.com</u>

FB Link:

https://www.facebook.com/pcdrrmorescue/

How complaints are processed

The Officer of the Day opens the drop box on a daily basis every 4:00 in the afternoon. He then retrieves the forms, and evaluates each complaint.

Upon evaluation, the Officer of the Day shall start the investigation and forward the complaint to the PCDRRMO Head for his information who in turn forwards the same to concerned employee/s for comment and explanation. Written explanation shall be submitted within forty-eight (48) hours upon receipt of the complaint.

Or

Every day, the administrator of the PCDRRMO official FB page and email account checks the messenger or email inbox. Printout of which will be forwarded to the PCDRRMO Head for his information who in turn forwards the same to concerned employee/s for comment and explanation. Written explanation shall be submitted



	within forty-eight (48) hours upon receipt of the complaint.
	The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, clients may contact: Tel. Nos.: 888-PASAY (72729) Local Nos. 1371, 1372, 1373
	E-mail: drrmo@pasay.gov.ph or pasaydrrmo1963@gmail.com FB Link:
	https://www.facebook.com/pcdrrmorescue/
Contact Information of ARTA,	ARTA: complaints@arta.gov.ph
PCC, CCB	8478 5093
	PCC: 8888
	CSC-CCB: 0908-881-6565

Public Employment Services Office (Room #310)

Tanggapan ng Pampublikong Serbisyong Pang-empleo

ranggapan ng rampublikong serbik	eyeng rang emplee
FEEDBACK	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form and drop it in the suggestion box in front of the Public Employment Service Office-Public Assistance and Complaint Desk (PESO-PACD) at Room 310, Pasay City Hall.
	Contact Info: Telephone No.: 888-PASAY (72729) Local 1321 Email Address: pesopasay@gmail.com
How feedbacks are processed	Everyday before 4:00 P.M., from Monday to Friday, the assigned Officer of the Day opens the suggestion box and retrieves the feedback forms and forwards the same to the PESO Head for her information and appropriate action.
	The concerned staff shall be immediately notified the following day and shall be required to comment/answer within twenty-four (24 hours) upon his/her receipt of notice. Likewise, the citizen shall be notified, via text message, on the action taken by the PESO.



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	After which, the PESO shall inform the citizen of the answer with regard to the issue being raised/complained of. For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1321 or send email at pesopasay@gmail.com
How to file a complaint	Answer the complaint form and drop it in the suggestion box in front of PESO-PACD at Room 310, Pasay City Hall.
	Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit;
	 Full Name of the complainant and contact information Address and contact number Date and time of the incident being
	complained - Name of the person/staff subject of the complaint
	Contact Info: Telephone No.: 888-PASAY (72729) Local 1321 Email Address: pesopasay@gmail.com
How complaints are processed	The PESO-PACD Officer of the Day opens the suggestion box before 4:00 P.M. on a daily basis, from Monday to Friday, and forwards the complaint/suggestion form to the PESO Head for her information and immediate action.
	The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.
	If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next following working day.
	The PESO Head shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof.



	The complainant shall likewise be informed within 24 hours of the initial action of PESO Head.
	Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.
	Within 24 hours, PESO must come up with a resolution on the issue subject of the complaint and furnish the complainant thereof.
	For inquiries and follow-ups, citizen may contact PESO at telephone number 888-PASAY (72729) Local 1321or send message to pesopasay@gmail.com.
Contact Information of ARTA,	ARTA: complaints@arta.gov.ph
PCC, CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

City Engineer's Office (Room #311)

Tanggapan ng Inhenyeriya ng Lungsod

FEEDBACK	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form and drop it in the suggestion box in front of One-Stop-Shop of City Engineer's Office-Public Assistance and Complaints Desk (CEO-PACD) located at Room 311, Pasay City Hall;
	Or
	You may send your feedback via email. Contact information
	Tel. Nos.: 888-PASAY (72729) Local 1301 E-mail: engineering@pasay.gov.ph
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day opens the suggestion box, retrieves the enclosed forms and forwards to CEO Head for his information.
	Thereafter, Chief of Processing Enforcement Division will be furnished copy/s of the feedback



	forms which in turn forward the same to concerned Section/Division after evaluation.
	Feedback forms which require action should be acted upon within forty-eight (48) hours upon receipt thereof.
	After which, citizen is informed of the answer with regard to the submitted feedback.
	Or
	Everyday, the Officer of the Day monitors the inbox of official email address, print the submitted feedback and forwards the same to the CEO Head who will in turn forward to Chief of Processing Enforcement Division. The latter will furnish copy/s of feedback to concerned Section/Division for proper action.
	After which, citizen is informed of the answer with regard to the submitted feedback.
	For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1301 or email at engineering@pasay.gov.ph
How to file a complaint	Answer the feedback/complaint form and drop it in the suggestion box in front of One-Stop-Shop of CEO-PACD located at Room 311, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	OR
	You may send it via email, with the above information indicated therein.
	Contact information



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	Tel. Nos.: 888-PASAY (72729) Local 1301
	E-mail: engineering@pasay.gov.ph
How complaints are processed	The Officer of the Day, at the CEO-PACD, opens the suggestion box at 4:00 P.M. on a daily basis, retrieves the enclosed forms, and forwards to CEO Head for his information.
	CEO Head shall forward it to Chief of Processing Enforcement Division for his information and appropriate action. The Chief will then forward the same to the concerned Section/Division or employee which is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to the submitted complaint.
	OR
	Everyday, the Officer of the Day monitors the inbox of official email address, print the submitted complaint and forwards the same to the CEO Head who will in turn forward to Chief of Processing Enforcement Division. The latter will furnish copy/s of complaint to concerned Section/Division for proper action.
	After which, citizen is informed of the answer with regard to the submitted complaint.
	For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local 1301 or email at engineering@pasay.gov.ph
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565
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FOURTH FLOOR

Office of Councilor KING MARLON A. MAGAT (Room #404)

Tanggapan ni Konsehal KING MARLON A. MAGAT

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the
Trow to soria recapació	suggestion box, in front of Councilor King Marlon A. Magat Office-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 404, Pasay City Hall.
	Or
	You may forward your feedback by sending your PM to the Official FB Page of King Marlon A. Magat.
	Contact info: Office of Councilor King Marlon A. Magat at 888-PASAY (72729) Local Nos. 1405, 1406 Email Address: councilorkhenmagat@gmail.com FB Link: https://www.facebook.com/khenmagat
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Councilor King Marlon A. Magat-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor King Marlon A. Magat for information and evaluation.
	Feedback forms are forwarded to concerned employee for his/her information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the Page Admin of Councilor King Marlon A. Magat Official FB Page will check the messenger inbox. Screenshots of messages will be forwarded to Councilor King Marlon A. Magat for information and evaluation.
	The same will be forwarded to concerned employee for his/her information and appropriate



	action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: Councilor King Marlon A. Magat Office 888-PASAY (72729) Local Nos. 1405, 1406 Email Address:
	councilorkhenmagat@gmail.com FB Link: https://www.facebook.com/khenmagat
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of Councilor King Marlon A. Magat-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 404, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may visit the official page of Coun. Magat and send your complaint thru PM.
	Contact info: Office of Councilor Councilor King Marlon A. Magat at 888-PASAY (72729) Local Nos. 1405, 1406 Email Address:
	councilorkhenmagat@gmail.com FB Link: https://www.facebook.com/khenmagat
How complaints are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Councilor King Marlon A. Magat-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor King Marlon A. Magat for information and evaluation.



The Office of Councilor King Marlon A. Magat shall evaluate the complaint or client concern, to be forwarded and received by the concerned employee for information and appropriate action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.

After which, citizen is informed of the answer with regard to their complaint.

Or

Everyday, the Page Admin of Councilor King Marlon A. Magat Official FB Page will check the messenger inbox. Screenshots of messages will be forwarded to Councilor King Marlon A. Magat for information and evaluation.

The Office of Councilor King Marlon A. Magat shall evaluate the complaint or client concern, to be forwarded and received by the concerned employee for information and appropriate action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.

After which, citizen is informed of the answer with regard to their complaint.

For inquiries and follow-ups, citizen may contact #s: Councilor King Marlon A. Magat Office 888-PASAY (72729) Local Nos. 1405, 1406 Email Address:

councilorkhenmagat@gmail.com

FB Link:

https://www.facebook.com/khenmagat.

Contact Information of ARTA, PCC, CSC-CCB

ARTA: complaints@arta.gov.ph

8478-5093

PCC: 8888

CSC-CCB: 0908-8816565



Office of Councilor DONNABEL M. VENDIVEL (Room #405)

Tanggapan ni Konsehala DONNABEL M. VENDIVEL

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Donnabel M. Vendivel, 4 th Floor, Room 405, Pasay City Hall.
How feedbacks are processed	Contact Info: Office of Coun. Donnabel M. Vendivel at 888-PASAY (72729) Local 1409 or email at donnabelvendivel@gmail.com. The Officer of the Day will open the Suggestion
	Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officerfor evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to his/her feedback.
	For inquiries and follow-ups, citizen may contact Office of Coun. Donnabel M. Vendivel at 888-PASAY (72729) Local 1409 or email at donnabelvendivel@gmail.com.
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Donnabel Vendivel, 4th Floor, Room 405, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: Name of the person being complained Incident Evidence



	 Full name and contact info of the complainant Clients may also send their complaints via email with the above information indicated therein. Contact Info: Office of Coun. Donnabel M. Vendivel
Herriconnelinto are presented	or 888-PASAY (72729) Local 1409 or email at donnabelvendivel@gmail.com.
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Vendivel staff and the client).
	After which, citizen is informed of the answer with regard to his/her feedback.
	For inquiries and follow-ups, citizen may contact Office of Coun. Donnabel M. Vendivel at 888-PASAY (72729) Local 1409 or email at donnabelvendivel@gmail.com.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Office of Councilor ABRAHAM ALBERT Q. ALVINA (Room #406)

Tanggapan ni Konsehal ABRAHAM ALBERT Q. ALVINA

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the
	suggestion box, in front of the Office of Honorable

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	Abraham Albert 'Ambet' Q. Alvina -Public Assistance and Complaints Desk (CAA-PACD) at Room 406, Pasay City Hall.
	You may send your feedback via email
	Contact info: Office of Abraham Albert 'Ambet' Q. Alvina at 888-PASAY (72729) Local Nos. 1411, 1412 or send email at
How feedbacks are processed	councilorabrahamalbert@gmail.com Everyday at 4:00 P.M., the assigned Officer of the Day at the CAA-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to Councilor Ambet Alvina for appropriate actions.
	Feedback forms are forwarded to, and received by the concerned employee for information and appropriate action. He/she is given at least forty- eight (48) hours to provide answer or reply thereto;
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: Office of Abraham Albert 'Ambet' Q. Alvina at 888-PASAY (72729) Local Nos. 1411, 1412 or send email at councilorabrahamalbert@gmail.com
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the CAA-PACD at Room 416, Pasay City Hall.



Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:

- Name of the person being complained
- Incident
- Evidence
- Full name and contact info of the complainant

Clients may also send their complaints via email with the above information indicated therein.

Contact info: Office of Abraham Albert 'Ambet' Q. Alvina at 888-PASAY (72729) Local Nos. 1411, 1412 or send email at

councilorabrahamalbert@gmail.com

How complaints are processed

On a daily basis, the Officer of the Day at the CAA-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and these will be forwarded directly to Councilor Ambet Alvina for evaluation.

Complaint forms are forwarded to, and received by the concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;

Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.

Upon receipt of answer, Councilor Ambet Alvina takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Alvina and the client).

After which, citizen is informed of the answer with regard to their complaint.



	For inquiries and follow-ups, citizen may contact #s: Office of Abraham Albert 'Ambet' Q. Alvina at 888-PASAY (72729) Local Nos. 1411, 1412 or send email at councilorabrahamalbert@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Office of Councilor MARLON A. PESEBRE (Room #407)

Tanggapan ni Konsehal MARLON A. PESEBRE

FEEDBACK	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Office of Councilor Pesebre-Public Assistance and Complaints Desk (PACD) at 4 th Floor, Room 407, Pasay City Hall.
	Or
	You may forward your feedback by sending your PM to the Official FB Account of Councilor Marlon A. Pesebre.
	Contact info: Office of Councilor Marlon A. Pesebre at 888-PASAY (72729) Local Nos. 1414, 1415 or email at mpesebre17@gmail.com or type @CouncilorMarlonPesebre for PM.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Councilor Pesebre-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Councilor Marlon A. Pesebre for evaluation.
	Feedback forms are forwarded to concerned employee/s for their information and appropriate action. He/she is given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the assigned personnel of the Office of Councilor Marlon Atienza Pesebre FB Page will check the messenger inbox of the Facebook Account. Screenshots of messages will be



	forwarded to concerned employee/s for proper action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: (Office of Councilor Pesebre) 888-PASAY (72729) Local Nos. 1414, 1415 or email at mpesebre17@gmail.com or type @CouncilorMarlonPesebre for PM.
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the Office of Councilor Pesebre at Room 407, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details, to wit:
	 Name of the person being complained Incident Evidence Full name and contact info of the complainant
	Or
	You may visit the official FB page of Councilor Marlon Atienza Pesebre and send your complaint thru PM.
	Contact info: Office of Councilor Marlon A. Pesebre at 888-PASAY (72729) Local Nos. 1414, 1415 or email at mpesebre17@gmail.com or type @CouncilorMarlonPesebre for PM.
How complaints are processed	On a daily basis, the Officer of the Day at the Office of Councilor Pesebre-PACD opens the suggestion box every 4:00 P.M., retrieves the enclosed forms, and forwards the same to the Councilor Marlon A. Pesebre for evaluation.
	Councilor Marlon A. Pesebre shall evaluate the complaint or client concern and forward to, and



	received by the concerned employee/s for information and appropriate action.
	He/she is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	Or
	Everyday, the Page of Councilor Marlon Atienza Pesebre FB Page will check the messenger inbox of the Facebook Account. Screenshots of messages will be forwarded to concerned employee/s for proper action. The latter is given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: (Office of Councilor Pesebre) 888-PASAY (72729) Local Nos. 1414, 1415 or email at mpesebre17@gmail.com or type @CouncilorMarlonPesebre for PM.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093

PCC: 8888

CSC-CCB: 0908-8816565

Office of Councilor ANGELO NICOL P. ARCEO (Room #408)

Tanggapan ni Konsehal ANGELO NICOL P. ARCEO

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Angelo Nicol P. Arceo-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 408, Pasay City Hall.



	You may send your feedback via email. Contact Info: Office of Councilor Angelo Nicol P. Arceo at 888-PASAY (72729) Local Nos. 1417, 1418 or send email at teamarceo2022@gmail.com
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to their feedback.
	For inquiries and follow-ups, citizen may contact Office of Councilor Angelo Nicol P. Arceo at 888-PASAY (72729) Local Nos. 1417, 1418 or send email at
How to file a complaint	teamarceo2022@gmail.com Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Angelo Nicol P. Arceo-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 408, Pasay City Hall.



Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: Name of the person being complained Incident Evidence Full name and contact info of the complainant Clients may also send their complaints via email with the above information indicated therein. Contact Info: Office of Councilor Angelo Nicol P. Arceo at 888-PASAY (72729) Local Nos. 1417, 1418 or send email at teamarceo2022@gmail.com The Officer of the Day will open the Suggestion How complaints are processed Box daily to retrieve the forms. Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation. Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto. Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaints. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto. Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing



	investigation report, which will be forwarded to both parties (the Office of Councilor Angelo Nicol P. Arceo staff and the client).
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact Office of Councilor Angelo Nicol P. Arceo at 888-PASAY (72729) Local Nos. 1417, 1418 or send email at teamarceo2022@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Office of Councilor JENNIFER D. PANALIGAN (Room #409)

Tanggapan ni Konsehala JENNIFER D. PANALIGAN

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Jennifer D. Panaligan-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 409, and Pasay City Hall.
	Or
	You may forward your feedback via email.
	Contact Info: Office of Councilor Jennifer D. Panaligan at 888-PASAY (72729) Local 1421 or email at panaliganallanjen@gmail.com
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be



	given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employee, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to his/her feedback.
	For inquiries and follow-ups, citizen may contact Office of Councilor Jennifer D. Panaligan at 888-PASAY (72729) Local 1421 or email at
	panaliganallanjen@gmail.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Jennifer D. Panaligan-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 409, and Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Councilor Jennifer D. Panaligan at 888-PASAY (72729) Local 1421 or email at panaliganallanjen@gmail.com
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and



forwarded to Local Legislative Staff Officer for evaluation.

Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.

Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.

Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor Jennifer D. Panaligan staff and the client).

After which, citizen is informed of the answer with regard to his/her feedback.

For inquiries and follow-ups, citizen may contact Office of Councilor Jennifer D. Panaligan at 888-PASAY (72729) Local 1421 or email at panaliganallanjen@gmail.com

Contact Information of ARTA, PCC, CSC-CCB

ARTA: complaints@arta.gov.ph
8478-5093

PCC: 8888

CSC-CCB: 0908-8816565

Office of Councilor MARK ANTHONY A. CALIXTO (Room #410)

Tanggapan ni Konsehal MARK ANTHONY A. CALIXTO

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Mark Anthony A. Calixto-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 410, Pasay City Hall.



Or
You may forward your feedback via email.
Contact Info: Office of Coun. Mark Anthony A. Calixto at 888-PASAY (72729) Local Nos. 1423, 1424 or send email at kmc.rm410@gmail.com The Officer of the Day will open the Suggestion Box daily to retrieve the forms or open the email
inbox to print messages.
Retrieved forms/emailed messages will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.
Feedback forms/emails concerning feedback are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
After which, citizen is informed of the answer with regards to their feedback.
For inquiries and follow-ups, citizen may contact Office of Coun. Mark Anthony A. Calixto at 888-PASAY (72729) Local Nos. 1423, 1424 or send email at kmc.rm410@gmail.com
Fill out the complaint form and drop it in the suggestion box located at the Office of Coun. Mark Anthony A. Calixto, 4th Floor, Room 410, Pasay City Hall.
Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: Name of the person being complained Incident Evidence Full name and contact info of the complainant



	Clients may also send their complaints via email with the above information indicated therein.
How complaints are processed	Contact Info: Office Coun. Mark Anthony A. Calixto, tel. number 888-PASAY (72729) Local Nos.1423, 1424 or send email at kmc.rm410@gmail.com The Officer of the Day will open the Suggestion
	Box daily to retrieve the forms or open the email inbox to print messages.
	Retrieved forms/emailed messages will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.
	Complaint forms/emails concerning complaints are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun Calixto staff and the client).
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact OfficeCoun. Mark Anthony A. Calixto at 888-PASAY (72729) Local Nos. 1423, 1424 or send email at kmc.rm410@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565



Office of Councilor RICARDO E. SANTOS (Room #411)

Tanggapan ni Konsehal RICARDO E. SANTOS

FEEDBACK AN	ID COMPLAINTS MECHANISMS
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor RICARDO E. SANTOS, 4 th Floor, Room 411, Pasay City Hall.
	Or
	You may send your feedback via email.
	Contact Info: Office of Coun. Ricardo E. Santos at 888-PASAY (72729) Local 1427 or email us at konsehaldingsantos411@gmail.com
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to their feedback.
	For inquiries and follow-ups, citizen may contact Office of Coun. Ricardo E. Santos at 888-



	PASAY (72729) Local 1427 or email us at
	konsehaldingsantos411@gmail.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Ricardo E. Santos, 4 th Floor, Room 411, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Coun. Ricardo E. Santos 888-PASAY (72729) Local 1427 or email us at konsehaldingsantos411@gmail.com
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officerfor evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Or
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint/s. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she



	will be given three (3) days upon receipt to provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Coun. Ricardo Santos staff and the client).
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact Office of Coun. Ricardo E. Santos at 888-PASAY (72729) Local 1427 or email us at konsehaldingsantos411@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Liga ng mga Barangay (Room #412)

FEEDBACK AND	COMPLAINTS MECHANISMS
How to send feedback?	Answer the feedback form, and drop it in the suggestion box, located at the Liga ng mga Barangay-Public Assistance and Complaints Desk (LIGA-PACD), Room 412, Pasay City Hall.
	Or
	Send feedback via email.
	Contact info: Liga ng mga Barangay (LIGA) at 888-PASAY (72729) Local 1430 or email us at lnbpasay2024@gmail.com .
How feedback is processed?	Every day at 4:00 P.M., the LIGA–PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and compiles all feedback submitted, and forwards the same to the Liga ng mga Barangay President.



	Copy thereof will be forwarded to the concerned personnel for information and
	appropriate action. He/she will be required to answer within one (1) working day upon receipt thereof.
	Or Everyday, the LIGA-PACD Officer of the Day will check the email of the office. Feedbacks will be printed and forwarded to concerned personnel, copy furnished Liga ng mga Barangay President, for proper action. After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1430 or email us at lnbpasay2024@gmail.com .
How to file complaint?	Answer the complaint form and drop it in the suggestion box suggestion box at the LIGA-PACD, Room 412, Pasay City Hall. Complaints can also be filed via telephone call. Kindly provide the following information, to wit: a. Name of the person being complained b. Narrative of the complaint c. Evidence d. Full name and contact information of the complainant
	Or
	Send your complaint thru email.
	Contact info: Liga ng mga Barangay (LIGA) at 888-PASAY (72729) Local 1430 or email us at lnbpasay2024@gmail.com .
How complaints are processed?	The Liga-PACD Officer of the Day opens the suggestion box on a daily basis



at 4:00 P.M., retrieves and records the submitted complaint, then forwards the same to the Liga ng mga Barangay President.

The PACD Officer of the Day shall evaluate the complaint and forward it to the concerned personnel for information and appropriate action. The latter shall be given at least two (2) working days to provide answer or reply thereto. The answer will then be assessed, and a decision thereof will be released.

After which, citizen is notified of the answer with regard to his/her complaint.

Or

The PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to the concerned personnel, copy furnished the Liga ng mga Barangay President.

Concerned shall be given at least two (2) working days to provide answer or reply thereto. The answer will then be assessed, and a decision thereof will be released.

The client shall be informed of the answer and decision relative to his/her complaint.

Contact info: Liga ng mga Barangay (LIGA) at 888-PASAY (72729) Local 1430 or email us at lnbpasay2024@gmail.com.

Contact Information of ARTA, PCC, CSC-CCB

ARTA: complaints@arta.gov.ph

8478-5093

PCC: 8888

CSC-CCB: 0908-8816565



Tourism and Cultural Development Office (Room #417)

Tanggapan ng Pagpapaunlad ng Turismo at Pangkultura

FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer the feedback form and drop it in the suggestion box located at the Tourism and Cultural Development Office-Public Assistance and Complaints Desk (TCDO-PACD) at Room 417, Pasay City Hall. Contact Info: Telephone No.: 888-PASAY (72729) Local Nos. 1451, 1452	
How feedbacks are processed	Email Address: pasaytourism@gmail.com Everyday, before 5:00 P.M. From Monday to Friday, the Officer of the Day opens the suggestion box and retrieves the forms, and forwards the same to the TCDO Head, for his information and appropriate action.	
	The concerned staff shall immediately be notified the following day and required to comment/answer within twenty-four (24 hours upon his/her receipt of notice. Likewise, the citizen shall be notified, via text message, on the action taken by the TCDO.	
	After which, the TCDO shall inform the citizen of the answer with regard to his/her concern. For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local Nos. 1451, 1452 or email us at pasaytourism@gmail.com.	
How to file a complaint	Answer the complaint form and drop it in the suggestion box in front TCDO-PACD at Room 417, Pasay City Hall.	
	Complaints can also be entertained thru telephone call/s, provided the following information of the complainant are given, to wit;	
	 Full name of the complainant, his/her address and contact number Date and time of the incident Name of the person/staff subject of the complaint 	



	- Evidence
	211001100
	Contact Info: Telephone No.: 888-PASAY (72729) Local Nos. 1451, 1452 Email Address: pasaytourism@gmail.com
How complaints are processed	The Officer of the Day opens the suggestion box before 4:00 P.M. on a daily basis, from Monday to Friday, and forwards the said accomplished complaint/suggestion form to the TCDO Head, for his information and immediate action.
	The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.
	If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next following working day.
	The TCDO Head shall require the concerned staff subject of the complaint to answer/explain within 24 hours upon notification thereof. The complaint shall likewise be informed within 24 hours of the initial action of TCDO Head.
	Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.
	Within 24 hours, the TCDO Head must come up with a resolution on the issue subject of the complaint and furnish the complainant thereof.
	For inquiries and follow-ups, citizen may contact: 888-PASAY (72729) Local Nos. 1451, 1452 or email us at pasaytourism@gmail.com.
Contact Information of ARTA,	ARTA: complaints@arta.gov.ph
PCC, CSC-CCB	8478-5093
·	PCC: 8888
	CSC-CCB: 0908-8816565



SK Federation Office (Room #418)

Tanggapan ng Pederasyon ng Sangguniang Kabataan

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of SK Federation Office-Public Assistance and Complaints Desk (PACD), 4th Floor, Room 418, Pasay City Hall
	Or
	You may forward your feedback via email.
	Contact Info: SK Federation Office at 888-PASAY (72729) Local Nos. 1456, 1457 or send email at skfederationpasay@gmail.com
How feedbacks are processed	Everyday at 4:30 P.M., the assigned Officer of the Day at the SK Federation Office-PACD opens the suggestion box, retrieves the enclosed forms and forwards the same to SK President Benedict M. Angeles to properly address the concerned individuals and issues.
	Feedback forms are forwarded to, and received by the concerned employee for information and appropriate action. He/she is given at least forty- eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the Officer of the Day will check the inbox of the email account of the office and will refer the printout of messages to SK President Benedict M. Angeles for evaluation.
	After which, the printout will be forwarded to the concerned employee for his/her information and appropriate action. Staff is given at least fortyeight (48) hours upon receipt to file a comment or answer thereto;
	After which, citizen is informed of the answer with regard to their feedback.



	For inquiries and follow-ups, citizen may contact #s: SK Federation Office at 888-PASAY (72729) Local Nos. 1456, 1457 or send email at skfederationpasay@gmail.com
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of SK Federation Office-Public Assistance and Complaints Desk (PACD), 4th Floor, Room 418, Pasay City Hall
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained
	IncidentEvidenceFull name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: SK Federation Office at 888-PASAY (72729) Local Nos. 1456, 1457 or send email at skfederationpasay@gmail.com
How complaints are processed	Everyday at 4:30 P.M., the assigned Officer of the Day at the SK Federation Office-PACD opens the suggestion box, retrieves the enclosed forms and forwards it to SK President Benedict M. Angeles to properly address the concerned individuals and issues.
	Complaint forms are forwarded to, and received by the concerned employee for information and appropriate action. He/she is given at least forty- eight (48) hours to provide answer or reply thereto;
	Or
	Everyday, the Officer of the Day will check the inbox of the email account of the office and will refer the printout of messages to the SK President Benedict M. Angeles for evaluation.



	After which, the printout will be forwarded to the concerned employee for his/her information and appropriate action. Staff is given at least fortyeight (48) hours upon receipt to file a comment or answer thereto;
	Upon receipt of answer, SK President Benedict M. Angeles takes final action thereof by issuing investigation report, which will be forwarded to both parties (SK Federation Office staff and the client).
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact #s: SK Federation Office at 888-PASAY (72729) Local Nos. 1456, 1457 or send email at skfederationpasay@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CCB: 0908-8816565

Office of Councilor MA. ANTONIA C. CUNETA (Room #420)

Tanggapan ni Konsehala MA. ANTONIA C. CUNETA

FEEDBACK /	AND COMPLAINTS MECHANISMS
How to send feedback	Answer the form and drop it in the suggestion box located at the Office of Councilor Ma. Antonia C. Cuneta-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 420, Pasay City Hall.
	You may forward your feedback via email.
	Contact info: Office of Councilor Ma. Antonia C. Cuneta at 888-PASAY (72729) Local Nos. 1465, 1466 or send email at councilortonya@gmail.com
How feedbacks are processed	Everyday at 4:00 p.m. the Officer of the Day will opens the Suggestion Box, retrieves the enclosed forms, and forwards the same to Honorable



	Councilor Ma. Antonia C. Cuneta, for information and evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s. He/she/they will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. Feedback forms are forwarded to and received by the concerned employee/s. He/she/they will be given at least forty-eight (48) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to their feedback.
	For inquiries and follow-ups, citizen may contact Office of Councilor Ma. Antonia C. Cuneta at 888-PASAY (72729) Local Nos. 1465, 1466 or send email at councilortonya@gmail.com
How to file a complaint	Answer the form and drop it in the suggestion box located at the Office of Councilor Ma. Antonia C. Cuneta-PACD, 4 th Floor, Room 420, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:
	 Name of the person being complained Incident Evidence Full name and contact info of the complainant Or
	You may forward your complaint by sending your message via email.



	Contact info: Office of Councilor Ma. Antonia C. Cuneta at 888-PASAY (72729) Local Nos. 1465, 1466 or send email at councilortonya@gmail.com
How complaints are processed	The Officer of the Day will open the Suggestion
	Box, retrieves the enclosed forms, and forwards
	the same to Honorable Councilor Ma. Antonia C.
	Cuneta, for information and evaluation of client's complaint.
	Complaint forms are formulated to and received
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she/they will be given at least within forty-eight (48) hours upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employee/s, for information and appropriate action. He/she/they will be given at least within forty-eight (48) hoursupon receipt to provide answer or reply thereto.
	Upon receipt of answer, Honorable Councilor Ma.
	Antonia C. Cuneta takes final action thereof by
	issuing investigation report, which will be
	forwarded to both parties (the Office of Coun.
	Cuneta staff and the client).
	After which, citizen is informed of the answer with
	regards to their complaints.
	For inquiries and follow-ups, citizen may contact
	Office of Councilor Ma. Antonia C. Cuneta at 888-
	PASAY (72729) Local Nos. 1465, 1466 or send email at councilortonya@gmail.com
	Sman at <u>obtaining to symmetry a </u>



Contact Information of ARTA,	ARTA: complaints@arta.gov.ph
PCC, CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Office of Councilor MARY GRACE B. SANTOS (Room #421)

Tanggapan ni Konsehala MARY GRACE B. SANTOS

FFFDRACK A	ND COMPLAINTS MECHANISMS
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Mary Grace B. Santos-Public Assistance and Complaints Desk (PACD), 4 th Floor, Room 421, Pasay City Hall. Or You may forward your feedback via email. Contact Info: Office of Councilor Mary Grace B. Santos at 888-PASAY (72729) Local Nos. 1468, 1469 or send email at councilor.grace.santos@gmail.com
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms. Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback. Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto. Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be



	given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to their feedback.
	For inquiries and follow-ups, citizen may contact Office of Councilor Mary Grace B. Santos at 888-PASAY (72729) Local Nos. 1468, 1469 or send email at councilor.grace.santos@gmail.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Mary Grace B. Santos, 4th Floor, Room 421, Pasay City Hall
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:
	 Name of the person being complained Incident Evidence Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
	Contact Info: Office of Councilor Mary Grace B. Santos at 888-PASAY (72729) Local Nos. 1468, 1469 or send email at councilor.grace.santos@gmail.com
How complaints are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate



action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.

Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.

Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor M.G. Santos staff and the client).

After which, citizen is informed of the answer with regard to their feedback.

For inquiries and follow-ups, citizen may contact Office of Councilor Mary Grace B. Santos at 888-PASAY (72729) Local Nos. 1468, 1469 or send email at councilor.grace.santos@gmail.com

Contact Information of ARTA, PCC, CSC-CCB

ARTA: complaints@arta.gov.ph

8478-5093

PCC: 8888

CSC-CCB: 0908-8816565

Office of Councilor EDITHA Y. MANGUERRA (Room #422)

Tanggapan ni Konsehala EDITHA Y. MANGUERRA

FEEDBACK A	ND COMPLAINTS MECHANISMS
How to send feedback	Fill out the feedback form and drop it in the suggestion box located at the Office of Councilor Editha Y. Manguerra-Public Assistance and Complaints Desk (PACD) 4 th Floor, Room 422, Pasay City Hall Or You may forward your feedback via email.



	Contact Info: Office of Councilor Editha Y. Manguerra at 888-PASAY (72729) Local Nos. 1472, 1473 or send email at counedithmanguerra@gmail.com
How feedbacks are processed	The Officer of the Day will open the Suggestion Box daily to retrieve the forms. Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to feedback. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to their feedback.
	For inquires and follow-ups, citizen may contact Office of Councilor Editha Y. Manguerra at 888-PASAY (72729) Local Nos. 1472, 1473 or send email at counedithmanguerra@gmail.com
How to file a complaint	Fill out the complaint form and drop it in the suggestion box located at the Office of Councilor Editha Y. Manguerra-Public Assistance and Complaints Desk (PACD) 4 th Floor, Room 422, Pasay City Hall
	Complaints can also be referred via telephone call. Kindly provide the following information/details, to wit:



	 Name of the person being complained Incident Evidence Full name and contact info of the complainant
	Clients may also send their complaints via email with the above information indicated therein.
Llow so malainta are processed	Contact Info: Office of Coun. Editha Y. Manguerra, tel. number 888-PASAY (72729) Local Nos. 1472, 1473 or send email at counedithmanguerra@gmail.com
How complaints are processed	The Officer of the Day will open the Suggestion box daily to retrieve the forms.
	Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to Local Legislative Staff Officer for evaluation.
	Complaint forms are forwarded to, and received by the concerned employee/s for appropriate action. He/she will be given at least three (3) days upon receipt to provide answer or reply thereto.
	Or, the assigned personnel will open the email of the office and check for the ones which pertain to complaint. Emails thereof will be printed and forwarded to concerned employees, for information and appropriate action. He/she will be given at least twenty-four (24) hours upon receipt to provide answer or reply thereto.
	Upon receipt of answer, Local Legislative Staff Officer takes final action thereof by issuing investigation report, which will be forwarded to both parties (the Office of Councilor Manguerra staff and the client).
	After which, citizen is informed of the answer with regard to their feedback.
	For inquires and follow-ups, citizen may contact Office of Councilor Edith Y. Manguerra at 888-



	PASAY (72729) Local Nos. 1472, 1473 or send email at counedithmanguerra@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CCB: 0908-8816565

Office of Councilor JOSE C. ISIDRO JR. (Room #423)

Tanggapan ni Konsehal JOSE C. ISIDRO JR.

Tanggapan ni Konsenai JOSE C. ISIDKO JR.	
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form and drop it in the suggestion box at the Office of Councilor Jose Calixto Isidro JrPublic Assistance and Complaints Desk (PACD), 4 th Floor, Room 423, Pasay City Hall.
	Or
	You may forward your feedback by sending your PM to the Official FB Page of Konsehal Joey Calixto Isidro.
	Contact info: Office of Councilor Jose Calixto Isidro Jr. at 888-PASAY (72729) Local Nos. 1475, 1476 or type in the FB search box @KonsehalJoeyCalixtolsidro for your private message.
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Coun. Isidro opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Chief of Staff for proper investigation.
	These forms are forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Every day, the Page Admin of the Konsehal Joey Calixto Isidro Official FB Page will check the messenger inbox of the Facebook Account. Printouts of message screenshots will be



	forwarded to the Chief of Staff and the concerned employee for proper action.
	After which, citizen is informed of the answer with regard to their feedback on the email or contact no. they have provided.
	For inquiries and follow-ups, citizen may contactOffice of Jose Calixto Isidro Jr. at 888-PASAY (72729) Local Nos. 1475, 1476 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.
How to file a complaint	Answer the complaint form and drop it in the suggestion box at the Office of Councilor Jose Calixto Isidro JrPublic Assistance and Complaints Desk (PACD), 4 th Floor, Room 423, Pasay City Hall.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant
	Or
	You may forward your complaint by sending your PM to the Official FB Page of Konsehal Joey Calixto Isidro.
	Contact info: Office of Councilor Jose Calixto Isidro Jr. at 888-PASAY (72729) Local Nos. 1475, 1476 or type in the FB search box @KonsehalJoeyCalixtoIsidro for your private message.
How complaints are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the Office of Coun. Isidro opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Chief of Staff for proper investigation.
	These forms are forwarded to concerned employee/s for their information and appropriate



	action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Every day, the Page Admin of the Konsehal Joey Calixto Isidro Official FB Page will check the messenger inbox of the Facebook Account. Printouts of message screenshots will be forwarded to the Chief of Staff and the concerned employee for proper action.
	After which, citizen is informed of the answer with regard to their complaint on the email or contact no. they have provided.
	For inquiries and follow-ups, citizen may contact Office of Jose Calixto Isidro Jr. at 888-PASAY (72729) Local Nos. 1475, 1476 or type in the FB search box @KonsehalJoeyCalixtolsidro for your private message.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888

Office of the City Secretariat (Room #424)

Tanggapan ng Kalihim ng Sangguniang Panlungsod

FEEDBACK A	ND COMPLAINTS MECHANISMS
How to send feedback	Fill out the feedback form, and drop it in the suggestion box, in front of the Office of the City Secretary to the Sangguniang Panlungsod Office-Public Assistance and Complaint Desk at Room 424, Pasay City Hall. Or
	You may forward your feedback by sending your PM to the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod.
	Contact info: Office of the Secretary to the Sangguniang Panlungsod at 888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432 or

CSC-CCB: 0908-8816565



email at <u>pasaycitysecretariat@gmail.com</u> or type
@secpasaycityfor PM.
Everyday at 4:00 P.M., the assigned PACD Officer of the Day opens the suggestion box and retrieves the enclosed forms.
Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to the Officer-in-Charge for proper evaluation thereof.
Feedback forms are forwarded to the concerned employee/s for information and appropriate action. Employee/s is/are given at least twenty-four (24) hours upon receipt thereof to provide answer or reply;
Or
Everyday, the Page Admin of the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod. will check the messenger inbox of the office's Facebook Account, and will refer the printout of message to the OIC Secretariat for evaluation.
After which, the printout will be forwarded to concerned employee/s; he/she/they will be given at least twenty-four (24) hours upon receipt thereof to submit a reply.
After which, citizen is informed of the answer with regard to his/her feedback.
For inquiries and follow-ups, citizen may contact #s: Office of the Secretary to the Sangguniang Panlungsod at 888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432 or email at pasaycitysecretariat@gmail.com or type @secpasaycityfor PM.
Fill out the complaint form, and drop it in the suggestion box, in front of the Office of the City Secretary to the Sangguniang Panlungsod Office-Public Assistance and Complaint Desk at Rooms 424, Pasay City Hall.



Complaints can also be referred via telephone call. Kindly provide the following information/details to wit:

- Name of the person being complained
- Incident
- Evidence
- Full name and contact info of the complainant

Or

You may forward your complaint by sending your PM to the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod.

Contact info: Office of the Secretary to the Sangguniang Panlungsod at 888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432 or email at pasaycitysecretariat@gmail.com or type @secpasaycityfor PM.

How complaints are processed

Everyday at 4:00 P.M., the assigned PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms.

Retrieved forms will be logged by the PACD Officer of the Day for monitoring purposes and forwarded to the Officer-in-Charge for proper evaluation.

Complaint forms are forwarded to the concerned employee/s for information and appropriate action. Employee/s is/are given at least twentyfour (24) hours upon receipt to provide answer or reply thereto;

Or

Everyday, the Page Admin of the Official Facebook Account of the Office of the Secretary to the Sangguniang Panlungsod. will check the messenger inbox of the office's Facebook Account, and will refer the printout of message to the OIC Secretariat for evaluation. After which, the printout will be forwarded to concerned employee/s; he/she/they will be given



	at least twenty-four (24) hours upon receipt
	thereof to submit a reply.
	The citizen is then informed of the answer with regard to his/her complaints.
	For inquiries and follow-ups, citizen may contact #s: Office of the Secretary to the Sangguniang Panlungsod at 888-PASAY (72729) Local Nos. 1401, 1402, 1431, 1432 or email at
	pasaycitysecretariat@gmail.com or type
	@secpasaycityfor PM.
Contact Information of ARTA, PCC	ARTA: complaints@arta.gov.ph
and CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Pasay Cooperative Development Office (Room #426)

Tanggapan ng Pagpapaunlad ng Kooperatiba ng Pasay

FEEDBACK AND COMPLAINTS MECHANISMS	
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Pasay Cooperative Development Office-Public Assistance and Complaints Desk (Pasay CDO – PACD), Room 426, Pasay City Hall.
	OR
	Send your feedback via email.
	Contact info: Pasay Cooperative Development Office (Pasay CDO) at 888-PASAY (72729) Local Nos. 1436, 1437, 1438 or email us at citycoopofc@pasay.gov.ph or coop@pasay.gov.ph .
How feedbacks are processed	Every day at 4:00 P.M., the Pasay CDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and arranges all feedback submitted.
	Copy thereof will be forwarded to the concerned personnel for information and appropriate action, copy furnished the Pasay CDO Head. He/she shall be given at least one (1) day to provide answer or reply thereto.



	Or The Pasay CDO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel for information and appropriate action; copy furnished the Pasay CDO Head. The concerned personnel shall be given at least two (2) days to provide answer or reply thereto. After which, citizen is informed of the answer with regard to their feedback. For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local Nos. 1436, 1437, 1438 or email us at citycoopofc@pasay.gov.ph or coop@pasay.gov.ph .
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the Pasay CDO-PACD, Room 426, Pasay City Hall. Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: Name of the person being complained Incident Evidence Name and contact information of the complainant Or
How complaints are processed	It may be sent thru email, ensuring that required information are provided, as stated. Contact info: Pasay Cooperative Development Office (Pasay CDO) at 888-PASAY (72729) Local Nos. 1436, 1437, 1438 or email us at citycoopofc@pasay.gov.ph or coop@pasay.gov.ph .
How complaints are processed	Pasay CDO-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to the concerned personnel for information and appropriate



action. Copy thereof will also be provided to the Pasay CDO Head.

Concerned employee shall be given two (2) days to provide answer or reply thereto. He shall submit his answer to Pasay CDO Head for his information and appropriate action.

After which, the citizen is informed of the answer and action taken with regard to his/her complaint.

Or

Everyday, the Pasay CDO-PACD Officer of the Day will check the email of the office. Complaints will be printed and forwarded to the concerned personnel, for information and appropriate action, copy furnished the Pasay CDO Head.

Concerned employee is given two (2) days to provide answer and reply thereto. He shall submit his answer to Pasay CDO Head for his information and appropriate action.

After which, the citizen is informed of the answer and action taken with regard to his/her complaint.

For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local Nos. 1436, 1437, 1438 or email us at citycoopofc@pasay.gov.ph or coop@pasay.gov.ph.

Contact Information of ARTA, PCC, CSC-CCB

ARTA: complaints@arta.gov.ph

8478-5093

PCC: 8888

CSC-CCB: 0908-8816565

Office of the City Vice Mayor (Room #427)

Tanggapan ng Bise Alkalde ng Lungsod

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Office of the Vice Mayor-Public Assistance and

1215



	Complaints Desk (OVM-PACD), Room 427, Pasay City Hall.
	Or
	Send your feedback via email.
	Contact info: the Office of the Vice Mayor (OVM) at 888-PASAY (72729) Local 1443 or email us at vmyetbo64@yahoo.com .
How feedbacks are processed	OVM-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each feedback received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the City Vice Mayor thru the Administrative Division Head.
	The concerned personnel shall be given at least one (1) day to provide answer or reply thereto. Copy thereof shall be given to the City Vice Mayor thru the Administrative Division Head for information and appropriate action.
	Or
	The OVM-PACD Officer of the Day will check the email of the office daily. Emailed feedbacks will be printed and forwarded to concerned personnel for information and appropriate action, copy furnished the City Vice Mayor. The concerned personnel shall be given at least one (1) day to provide answer or reply thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1443 or email us at vmyetbo64@yahoo.com .
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the OVM -PACD, Room 427, Pasay City Hall.
L	



Complaints can also be filed via telephone call. Kindly provide the following information/details to wit:

- Name of the person being complained
- Incident
- Evidence
- Name and contact information of the complainant

Or

It may be sent thru email, ensuring that required information are provided, as stated.

Contact info: the Office of the Vice Mayor (OVM) at 888-PASAY (72729) Local 1443 or email us at vmyetbo64@yahoo.com.

How complaints are processed

OVM-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, evaluates each complaint received, and forwards it to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the City Vice Mayor thru the Administrative Division Head.

Concerned employee shall be given one (1) day to provide answer or reply thereto. He shall submit his answer to City Vice Mayor for his information and appropriate action.

After which, the citizen is informed of the answer and action taken with regard to his/her complaint.

Or

Everyday, the OVM-PACD Officer of the Day will check the email of the office. Emailed complaints will be printed and forwarded to the concerned personnel, for information and appropriate action, copy furnished the City Vice Mayor thru the Administrative Division Head.



	Concerned employee is given one (1) day to provide answer and reply thereto. He shall submit his answer to City Vice Mayor for his information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	For inquiries and follow ups, the citizen may call 888-PASAY (72729) Local 1443 or email us at vmyetbo64@yahoo.com .
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888
	CSC-CCB: 0908-8816565



OUTSIDE OFFICES

City Prosecutor's Office

(Room 101, Hall of Justice Building, F.B. Harrison St., Pasay City)

Tanggapan ng Taga-Usig ng Lungsod

FEEDBACK AND	COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the City Prosecutors Office –Public Assistance and Complaints Desk (CPO-PACD), Room 101, Hall of Justice Building, Pasay City
	OR
	Send your feedback via email.
	Contact info: City Prosecutors Office (CPO) at 8824-0433 or email us at ocppasay@doj.gov.ph
How feedbacks are processed	Every day at 4:00 P.M., the Acting Chief of the Records Section of City Prosecutor Office or the CPDO-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel, copy furnished the City Prosecutor. The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the City Prosecutor for information and appropriate action.
	The Acting Chief of the Records Section of City Prosecutor Office or CPO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the City Prosecutor.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be



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	given to the City Prosecutor for
	information and appropriate action.
	After which, citizen is informed of the
	answer with regard to their feedback.
	, and the second
	For inquiries and follow-ups, the citizen
	may call at 8831-0317 or email us at
How to file a complaint	ocppasay@doj.gov.ph Answer the complaint form, and drop it in
How to file a complaint	the suggestion box located at the City
	Prosecutors Office–Public Assistance and
	Complaints Desk (CPO-PACD), Room 101,
	Pasay City Hall of Justice Building.
	Compleints can also be filed the telember of
	Complaints can also be filed via telephone call. Kindly provide the following
	information/details, to wit:
	a. Name of person being complained
	b. Incident
	c. Evidence
	d. Name and contact information of the
	complainant
	Or
	It can also be filed by sending an email,
	ensuring that required information are
	provided, as stated.
	Contact info: City Prosecutors Office (CPO)
	at 8824-0433 or email us at
	ocppasay@doj.gov.ph
How complaints are processed	Every day at 4:00 P.M., the Acting Chief
	of the Records Section of City Prosecutor
	Office or CPDO-PACD Officer of the Day
	opens the suggestion box, retrieves the
	enclosed forms, records, all the
	complaints submitted, and forwards the same to the concerned personnel, copy
	furnished the City Prosecutor.
	The concerned personnel shall be given
	at least three (3) days to provide answer
	or reply thereto. Copy thereof shall be



	given to the City Prosecutor for information and appropriate action.
	Or
	The Acting Chief of the Records Section of City Prosecutor Office or CPO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the City Prosecutor.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the City Prosecutor for information and appropriate action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, the citizen may call at 8831-0317 or email us at ocppasay@doj.gov.ph
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

City University of Pasay (F.B. Harrison Pasadeña St. Pasay City) Unibersidad ng Lungsod Pasay

FEEDBACK AND COMPLAINTS MECHANISM Answer the feedback form, and drop it in the suggestion box, at the lobby of City University of Pasay-Public Assistance and Complaints Desk (CUP-PACD), CUP Office, F.B. Harrison Pasadeña St. Pasay City. Or You may forward your feedback via email.



	Contact info: City University of Pasay, (Office of the
	Vice President for Administration) at 8551-13-42 or send email at city Offiversity of Fasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at cityunipasay@gmail.com
How feedbacks are processed	Everyday at 4:00 P.M., the assigned Officer of the Day at the CUP-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Office of the VP for Administration.
	Feedback forms are forwarded to concerned employee/s for their information and appropriate action. They are given at least forty-eight (48) hours to provide answer or reply thereto;
	Or
	Everyday the assigned personnel will check the Email Account of CUP Admin and will refer the printed messages to the VP for Administration for evaluation. for evaluation.
	Printed copy of the feedbacks will be forwarded to concerned employee/s for their information and appropriate action. They are given at least fortyeight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, citizen may contact the City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at cityunipasay@gmail.com
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, at the lobby of City University of Pasay-Public Assistance and Complaints Desk (CUP-PACD), CUP Office, F.B. Harrison, Pasadeña St. Pasay City.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence



	 Full name and contact info of the complainant
	Or
	You may forward your complaints via email.
How complaints are processed	Contact info: City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at cityunipasay@gmail.com On a daily basis, the Officer of the Day at the CUP-PACD opens the suggestion box every 4:00 P.M.,
	retrieves the enclosed forms, and forwards the same to the Office of the VP for Administration.
	The CUP-Office of the VP for Administration shall evaluate the complaint or client concern and forward it to concerned employee/s for their information and appropriate action. Concerned employee/sare given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	Or
	Everyday the assigned personnel will check the Email Account of CUP Admin and will refer the printout of the messages to the Office of the VP Administration for evaluation.
	Printed copy of the feedbacks will be forwarded to concerned employee/s for their information and appropriate action. They are given at least fortyeight (48) hours to provide answer or reply thereto;
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact the City University of Pasay, (Office of the Vice President for Administration) at 8551-13-42 or send email at cityunipasay@gmail.com



Contact Information of ARTA,	ARTA: complaints@arta.gov.ph
PCC, CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

City Veterinarian's Office (BAC 1-11 Don Carlos Revilla, Barangay 190, Pasay City) Tanggapan ng Beterinaryo

FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer the client feedback form and drop it	
	in the suggestion box of the City	
	Veterinarian's Office-Public Assistance and	
	Complaints Desk (CVO-PACD), BAC 11,	
	Barangay 190, Pasay City.	
	Feedbacks can also be sent thru email.	
	Contact information: (CVO) at 8834-1176, or	
	email us at pasaycityvet@gmail.com.	
How feedbacks are processed	Every day at 4:00 P.M., the assigned Officer of the Day at the CVO-PACD opens the suggestion box, records all the retrieved forms, evaluates and forwards the same to concerned personnel, copy furnished the City Veterinarian.	
	Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian to take final action.	
	Or	
	Every day, the assigned personnel of the CVO will check the email of the office. Emails re: feedback/s will be printed and forwarded to concerned personnel for proper action, copy furnished the City Veterinarian.	
	Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian to take final action.	



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	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, the client may
	call CVO at 8834-1176 or email us at
	pasaycityvet@gmail.com.
How to file a complaint	Fill out the complaint form and drop it in the
	suggestion box of the CVO-PACD, BAC 11,
	Barangay 190, Pasay City.
	Complaint/s can also be filed via email.
	Make sure to provide the following
	information:
	Name of person being complained To side with
	Incident
	Evidence Name and contact information of the
	Name and contact information of the
	complainant
	Contact information: (CVO) at 8834-1176, or
	email us at pasaycityvet@gmail.com.
Have as analaista and analas and	
How complaints are processed	The CVO-PACD "Officer of the Day" opens
How complaints are processed	The CVO-PACD "Officer of the Day" opens the suggestion box on a daily basis at 4:00
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the
How complaints are processed	the suggestion box on a daily basis at 4:00
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian.
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed and a decision thereof will be released. Or
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed and a decision thereof will be released.
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed and a decision thereof will be released. Or Every day, the assigned personnel of the
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed and a decision thereof will be released. Or Every day, the assigned personnel of the CVO will check the email of the office.
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed and a decision thereof will be released. Or Every day, the assigned personnel of the CVO will check the email of the office. Emails re: complaint/s will be printed and forwarded to concerned personnel for proper action, copy furnished the City Veterinarian.
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed and a decision thereof will be released. Or Every day, the assigned personnel of the CVO will check the email of the office. Emails re: complaint/s will be printed and forwarded to concerned personnel for proper action, copy furnished the City Veterinarian. The answer will be assessed and a decision
How complaints are processed	the suggestion box on a daily basis at 4:00 P.M., retrieves, records and evaluates the submitted complaint, then forwards the same to concerned personnel, copy furnished the City Veterinarian. Concerned personnel is required to submit an answer within three (3) days upon receipt thereof, to be submitted to the City Veterinarian. The answer will be assessed and a decision thereof will be released. Or Every day, the assigned personnel of the CVO will check the email of the office. Emails re: complaint/s will be printed and forwarded to concerned personnel for proper action, copy furnished the City Veterinarian.



	After which, the citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, the client may
	call CVO at 8834-11-76 or email us at
	pasaycityvet@gmail.com.
Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478 5093
	PCC: 8888
	CSC-CCB: 0908-881-6565 (SMS)

Cuneta Astrodome (Derham St., Roxas Blvd., Pasay City)

FEEDBACK ANI	D COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Administration Office of Cuneta Astrodome, Derham St., Roxas Blvd., Pasay City.
	Or
	You may send your feedback via email.
	Contact info: Cuneta Astrodome- Administration Office 8831-4652 and 8831- 4732, or email us at gar_thor@yahoo.com
How feedbacks are processed	Every day at 4:00 P.M., the assigned "Officer of the Day" at the Cuneta Astrodome-PACD opens the suggestion box to retrieve the forms.
	Retrieved Forms will be logged by the PACD "Officer of the Day" for monitoring purposes and forwarded to the Officer-in-Charge for evaluation of client's feedback.
	Feedback forms are forwarded to and received by the concerned employee/s for information and appropriate action. He/She/They will be given at least forty-eight (48) hours to provide answer or reply thereto.



	After which, citizen is informed of the answer with regard to his/her feedback.
	For inquiries and follow-ups, citizen may contact #s: Cuneta Astrodome-Administration Office at 8831-4652 and 8831-4732 or email us at gar_thor@yahoo.com
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the Administration Office of Cuneta Astrodome, Derham St., Roxas Blvd., Pasay City.
	Complaints can also be referred via telephone call. Kindly provide the following details:
	 Name of the person being complained Incident Evidence Full name and contact info of the complainant
	Contact info: Cuneta Astrodome- Administration Office 8831-4652 and 8831- 4732.
How complaints are processed	On a daily basis, the "Officer of the Day" at the Cuneta Astrodome-PACD opens the suggestion box to retrieve the forms.
	Retrieved Forms will be logged by the PACD "Officer of the Day" for monitoring purposes and forwarded to the Officer-in-Charge.
	The Officer-in-Charge shall evaluate the complaint and refer it to concerned employee/s for their information and appropriate action. He/She/They are given at least forty-eight (48) hours to provide answer or reply thereto. The answer will then be



	assessed and decision thereof will be released.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, citizen may contact #s: Cuneta Astrodome-Administration Office 8831-4652 and 8831-4732.
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CSC-CCB: 0908-8816565

Derham Park & Sports Complex (Derham corner F.B. Harrison Street, Barangay 76, Pasay City)

Parke ng Derham at Panlunang Pampalakasan

FEEDBACK AND	COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form, and drop it in the suggestion box, in front of the Derham Park and Sports Complex-Public Assistance and Complaints Desk (DPSC-PACD), located at Derham corner F.B. Harrison Street, Barangay 76, Pasay City.
	Contact information Tel. Nos.:8831-4792 (DPSC) and 8833-2161 (CAdO)
How feedbacks are processed	Everyday at 4:00 P.M., the Officer of the Day at the DPSC-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CAdminO overall supervisor for evaluation, who in turn forwards the same to the City Administrator, for his information and appropriate action. Feedback forms will then be forwarded to concerned employee who is given at least forty-eight (48) hours to provide answer or reply thereto;



	After which, citizen is informed of the answer
	with regard to their feedback.
	man regard to them resuddent
	For inquiries and follow-ups, citizen may
	contact: 8831-4792 (DPSC) and 8833-2161
	(CAdO)
How to file a complaint	Answer the complaint form, and drop it in the suggestion box, in front of the DPSC-PACD, located at Derham Street corner Roxas Boulevard, Barangay 76, Pasay City.
	Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence
	Full name and contact info of the complainant
	Contact information Tel. Nos.: 8831-4792 (DPSC) and 8833- 2161 (CAdO)
How complaints are processed	On a daily basis at 4:00 P.M., the Officer of the Day at the DPSC-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the CAdminO overall supervisor for evaluation, who in turn forwards the same to the City Administrator, for his information and appropriate action.
	The said complaint shall be acknowledged immediately the next day, after its retrieval, through text message.
	If the retrieval of the complaint/suggestion falls on a Friday afternoon or in the afternoon following a holiday, then acknowledgement of which shall be made on the next working day.
	The City Administrator shall require the concerned staff subject of the complaint to



	answer/explain within forty-eight (48) hours upon notification thereof.
	The complainant shall likewise be informed within twenty-four (24) hours of the initial action of City Administrator.
	Upon receipt of the answer from the concerned staff, the complainant shall be informed of such reply.
	Within twenty-four (24) hours, the City Administrator must come up with a resolution on the issue subject of the complaint and furnish the complainant accordingly.
	For inquiries and follow-ups, citizen may contact: 8831-4792 (DPSC) and 8833-2161 (CAdminO)
Contact Information of ARTA,	ARTA: complaints@arta.gov.ph
PCC,CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Office of Senior Citizen's Affairs (G/F OSCA Building, Derham, Pasay City)

Tanggapan para sa Kapakanan ng mga Nakatatanda

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Office for Senior Citizens Affairs-Public Assistance and Complaints Desk (OSCA-PACD), G/F OSCA Building, Derham, Pasay City. Contact info: Office of the Senior Citizens Affair (OSCA) at 88040976 or email us at oscapasaycity2019@gmail.com.



How foodbooks are presented	Every day at 4:00 D.M. the OCCA DACD
How feedbacks are processed	Every day at 4:00 P.M., the OSCA-PACD Officer of the Day opens the suggestion box, retrieves the enclosed forms, records, and arranges all feedback submitted.
	Concerned employee shall be given two (2) days to provide answer or reply thereto. Copy thereof shall be forwarded to the OSCA Officer-in-Charge, for information and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, clients may contact Office of the Senior Citizens Affair (OSCA) at 88040976 or email us at oscapasaycity2019@gmail.com.
How to file a complaint	Answer the complaint form and drop it in the suggestion box of the G/F OSCA Building, Derham, Pasay City.
	Complaints can also be filed via telephone call. Kindly provide the following information/details to wit: • Name of the person being complained • Incident • Evidence • Name and contact information of the complainant
	Contact info: Office of the Senior Citizens Affair (OSCA) at 88040976 or email us at oscapasaycity2019@gmail.com.
How complaints are processed	OSCA-PACD Officer of the Day opens the suggestion box daily, evaluates each complaint received, and forwards it to concerned personnel for information and appropriate action. Copy thereof will also be provided to the OSCA Officer-in-Charge.
	Concerned employee is given forty-eight (48) hours to provide answer or reply thereto. He shall submit his answer to OSCA Officer-in-



	Charge for information and appropriate action.
	After which, the citizen is informed of the answer and action taken with regard to his/her complaint.
	For inquiries and follow-ups, clients may
	contact Office of the Senior Citizens Affair
	(OSCA) at 88040976 or email us at
	oscapasaycity2019@gmail.com.
Contact Information of ARTA,PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Pasay City General Hospital (P. Burgos Street. Barangay 60, Pasay City)

Pangkalahatang Pagamutan ng Lungsod Pasay

FEEDBACK AN	D COMPLAINTS MECHANISMS
How to send feedback	Answer the feedback form and drop it in the suggestion box in front of the Pasay City General Hospital-Public Assistance and Complaints Desk (PCGH-PACD) located at the PCGH's Emergency Room (ER) in P. Burgos Street. Barangay 60, Pasay City; Or You may send your feedback via PM to the Official Facebook Account (@PasayCityGenHospital) or send text message to 0961-680-4954. Contact information Telephone Nos.: 8833-6022 Mobile No.: 0961-680-4954 FB Link:
	https://www.facebook.com/PasayCityGenHospital/
How feedbacks are processed	Everyday at 9:00 A.M., the assigned Officer of the Day at the PCGH-PACD opens the suggestion box, retrieves the enclosed forms, and forwards the same to the Chief Nurse, Ethics and Grievance Committee.



	Feedback forms are forwarded to the concerned department/office for their information and appropriate action. They should provide their answer or reply within forty-eight (48) hours;
	Or
	Every day, the Admin of the PCGH Official FB Page and Official Mobile Number will check the inboxes, respectively. Screenshots of the messages will be forwarded to the concerned department for proper action. They should provide their answer or reply within forty-eight (48) hours;
	After which, the citizen is informed of the answer to their feedback.
	For inquiries and follow-ups, citizens may contact: Telephone Nos.: 8833-6022
	Mobile No.: 0961-680-4954 FB Link:
	https://www.facebook.com/PasayCityGenHospital/
How to file a complaint	Answer the complaint form, and drop it in the suggestion box in front of the PCGH-PACD located at the PCGH's Emergency Room (ER) in P. Burgos Street. Barangay 60, Pasay City;
	Complaints can also be filed via telephone call. Kindly provide the following information:
	Name of the person being complainedIncidentEvidence
	Full name and contact info of the complainant
	Or
	You may visit the official page of PCGH and send your complaint thru PM or sent message to mobile number 0961-680-4954 or email us at



	•
	pcghclinicalservices@gmail.com/ pcghhopss@gmail.com. Contact information Telephone Nos.: 8833-6022 Mobile No.: 0961-680-4954 FB Link: https://www.facebook.com/PasayCityGenHospital/ E-mail: pcghclinicalservices@gmail.com/ pcghhopss@gmail.com
How complaints are processed	Everyday at 9:00 A.M., the assigned Officer of the Day at the PCGH-PACD opens the suggestion box, retrieves the enclosed forms, and forwards them to the Complaint and Investigation Committee (CIC);
	Or
	Every day, the Admin of the PCGH Official FB Page, Mobile Number and e-mail will check respective inboxes. Screenshots of the messages will be forwarded to the CIC.
	The CIC shall evaluate the complaint or client concern and forward it to the concerned department for their information and appropriate action.
	Concerned department should provide their answer or reply within forty-eight (48) hours. The answer will then be assessed and decision thereof will be released.
	After which, the citizen is informed of the answer to their complaint.
	For inquiries and follow-ups, citizen may contact: Telephone Nos.: 8833-6022 Mobile No.: 0961-680-4954 FB Link:
	https://www.facebook.com/PasayCityGenHospital/ E-mail: pcghclinicalservices@gmail.com/ pcghhopss@gmail.com



Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Pasay City Public Cemetery & Crematorium (400 Sarhento Mariano St., Pasay City) Pampublikong Sementeryo at Krematoryo ng Lungsod Pasay

Pampublikong Sementeryo at Kremator	COMPLAINTS MECHANISMS
How to send feedback	Clients shall accomplish the feedback form and drop it at the designated drop box at Pasay City Public Cemetery-Public Assistance and Complaints Desk (PCPCC-PACD), PCPCC Office, 400 Sarhento Mariano St., Pasay City.
	Clients may also send their feedbacks via email.
	Contact info: PCPCC at 7-6259265. or email at cemeterypasay@gmail.com
How feedbacks are processed	The PCPCC-PACD Officer of the Day will open the Suggestion Box daily at 4:00 PM to retrieve the forms or check for emailed messages.
	Retrieved forms/emailed messages will be logged by the PCPCC-PACD Officer of the Day for monitoring purposes.
	The Officer-in-Charge evaluates client feedback.
	Feedback forms/emails are forwarded to and received by the concerned employee/s. He/she will be given at least 24 hours upon receipt to provide answer or reply thereto.
	After which, citizen is informed of the answer with regards to his/her feedback.
	For inquiries and follow-ups, citizen may contact PCPCC at 7-6259265 or send their email at cemeterypasay@gmail.com



How to file a complaint	Clients shall accomplish the complaint form and drop it at the designated drop box at PCPCC-PACD, PCPCC Office, 400 Sarhento Mariano St., Pasay City. Complaints can also be referred via telephone call. Kindly provide the following information/details to wit: - Name of the person being complained - Incident - Evidence - Full name and contact info of the complainant Clients may also send their complaints via email with the above information indicated therein.
	Contact info: PCPCC at 7-6259265 or email at cemeterypasay@gmail.com
How complaints are processed	The assigned Officer of the day is in charge
	to collect the complaint forms/ retrieve
	emailed messages on a daily basis. He/she
	compiles and records all submitted
	forms/retrieved emails.
	The Officer of the day shall evaluate and verify the veracity of the complaint and endorse the same to the concerned staff, copy furnished the Officer-in-Charge. The concerned staff is given three (3) working days to submit an answer.
	Upon receipt of answer, the Officer-in- Charge takes final action thereof by issuing investigation report, which will be forwarded to both parties (the PCPCC staff and the client).
	For inquiries and follow-ups, citizen may contact PCPCC at 7-6259265 or send their email at cemeterypasay@gmail.com
Contact Information of CCB, PCC,	ARTA: complaints@arta.gov.ph
ARTA	8478-5093



PCC: 8888
CSC-CCB: 0908-8816565

Pasay City Public Market (Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City)

Pampublikong Pamilihan ng Lungsod Pasay

FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Answer the feedback form, and drop it in the suggestion box, located at the Pasay City Public Market - Pubic Assistance and Complaints Desk (PCPM-PACD), Administrative Office, Second Floor of PCPM, Antonio Arnaiz Avenue, corner Taft Avenue, Barangay 91-92, Pasay City.	
	Contact info: Telephone Nos.: 8556-4497 and 8556-6884 Email Address: pasaycitypublicmarket@gmail.com	
How feedbacks are processed	Everyday, before the end of the shift of the assigned Officer of the Day, he opens the suggestion box, retrieves the enclosed forms, and forwards the same to the OIC of PCPM for his information.	
	The OIC shall immediately notify or call the attention of the concerned personnel and give copy of the feedback forms for their information and are given at least twenty-four (24) hours to provide answer or reply thereto; feedbacks and actions taken are duly recorded in the logbook for proper monitoring.	
	The clients will be notified thru text or call regarding the answer or the action undertaken by the PCPM Administrative Office.	
	For inquiries and follow-ups, citizen may contact: Pasay City Public Market Admin Office at 8556-4497 and 8556-6884or send email at pasaycitypublicmarket@gmail.com	
How to file a complaint	Answer the complaint form, and submit the duly accomplished form together with	



	documentary evidences to the PCPM-PACD Officer of the Day at PCPM-PACD), Administrative Office, Second Floor of PCPM, Libertad Street cor. Taft Avenue, Barangay 91-92, Pasay City. Complaints can also be filed via telephone call. Kindly provide the following
	 information/details to wit: Complainant's full name and contact information Name of the person being complained Incident Evidence
	Contact info: Telephone Nos.: 8556-4497 and 8556-6884 Email Address: pasaycitypublicmarket@gmail.com
How complaints are processed	The Officer of the Day at the PCPM-PACD accepts and acknowledges receipt of complaint form and documentary evidences.
	He/she shall evaluate the complaint or client concern, and forward it to concerned supervisor for their information and appropriate action. The supervisor will then inform the complainant that the party being complaint of will be summoned, and there will be a clarificatory hearing to be conducted. They are given at least twenty-four (24) hours to provide answer or reply thereto. The answer will then be assessed and decision thereof will be released.
	After which, complainant is informed of the actions taken by PCPM.
	For inquiries and follow-ups, complainant may contact: Pasay City Public Market Admin Office at 8556-4497 and 8556-6884 or send email at pasaycitypublicmarket@gmail.com



Contact Information of ARTA, PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565

Pasay Traffic & Parking Management Office (Derham Park and Sports Complex, F.B. Harrison St., Pasay City)

Tanggapan ng Pamamahala ng Trapiko at Paradahan ng Pasay

Tanggapan ng Pamamahala ng Trapiko a	<u> </u>	
FEEDBACK AND COMPLAINTS MECHANISMS		
How to send feedback	Secure and fill out feedback form and drop it in the suggestion box located at Pasay Traffic & Parking Management Office-Public Assistance and Complaints Desk (PTPMO-PACD), near the transaction window at PTPMO-Administrative Section, Derham Park and Sports Complex, F.B. Harrison St., Pasay City.	
	Or	
	You may send your feedback via email.	
	Contact Info: Pasay Traffic and Parking Management Office (PTPMO) 8889-0218 / 8252-3846 or send email trafficpasay@gmail.com	
How feedbacks are processed	An hour before the end of daily tour of duty, the Officer of the Day retrieves all enclosed forms and forwards the same to the Administrative Section in Charge for evaluation and assessment of client's feedback. The same will be forwarded the same to the Chief, PTPMO, for information and appropriate action.	
	Feedback forms are forwarded to and received by the concerned employee for information and appropriate action. Concerned employee is given at least twenty-four (24) hours, upon receipt thereof to provide answer or reply thereto. After which, the Chief, PTPMO will decide the final action thereto.	
	Or	



	T
	On daily basis, the assigned personnel of PTPMO will monitor the incoming email communications and refer the printout of messages to the Administrative Section in Charge for evaluation thereof. After which, the printout will be forwarded to the concerned employee for his/her information and appropriate action. Staff is
	given at least 24 hours upon receipt to file a comment or answer thereto.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-ups, client may contact #s: (PTPMO) 8889-0218 / 8252-3846 or send email at trafficpasay@gmail.com
How to file a complaint	Secure and fill out complaint form and drop it in the suggestion box located at PTPMO-PACD, near the transaction window at PTPMO-Administrative Section, Pasay City Sports Complex, F.B. Harrison St., Pasay City.
	Complaints can also be referred via call for provision of the following information, to wit: - Name of the person being complained - Incident - Evidence - Full name, address and contact info of the complainant
	Or
	You may forward your complaint by sending message via email.
	Contact Info: Pasay Traffic and Parking Management Office (PTPMO) 8889-0218 / 8252-3846 or send email at trafficpasay@gmail.com



How complaints are processed	An hour before the end of daily tour of duty, the Officer of the Day retrieves all enclosed forms and forwards the same to the Administrative Section (Officer of the day) for evaluation and assessment of client's complaint. The same will be forwarded the same to the Chief, PTPMO, for information and appropriate action.
	Complaint forms are forwarded to, and received by the concerned employee for information and appropriate action. Concerned employee is given at least one hour and 20 min (1hr and 20min) upon receipt to provide answer or reply thereto. After which, the Chief, PTPMO will decide the final action to be taken.
	Or
	On daily basis, the assigned personnel of PTPMO will monitor the incoming email communications and refer the printout of messages to the Administrative Section-Adjudication (Officer of the Day) for evaluation.
	After which, the printout will be forwarded to the concerned employee/s for his/her information and appropriate action. Staff is given at least 1 hour and 20 minutes upon receipt to file a comment or answer thereto;
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-ups, client may contact #s: (PTPMO) 8889-0218 / 8252-3846 or send email at trafficpasay@gmail.com
Contact Information of ARTA, PCC, CSC-CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CSC-CCB: 0908-881-6565 (SMS)



Person with Disability Affairs Office (Unit 12, Mayor's Coordinating Office,

Cuneta Astrodome, Pasay City)

Tanggapan ukol sa Ugnayang Pangmaykapansanan

Tanggapan ukol sa Ugnayang Pangmayk							
FEEDBACK AND COMPLAINTS MECHANISMS							
How to send feedback	Answer the feedback form, and drop it in the suggestion box located at the Persons with Disability Affairs Office-Public Assistance and Complaints Desk (PDAO-PACD), Unit 12, Mayor's Coordinating Office, Cuneta Astrodome, Roxas Blvd., Pasay City.						
	Or						
	Send your feedback via email.						
	Contact info: Persons with Disability Affairs Office (PDAO) 8370-5478 or email us at pdaopasay2018@gmail.com						
Feedbacks are processed	PDAO-PACD Officer of the Day opens the suggestion box daily at 4:00 PM, retrieves the enclosed forms, records, all the feedback submitted, and forwards the same to the concerned personnel for information and appropriate action. Copy thereof will also be provided to the PDAO Head. The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO Head, for information and appropriate action. Or						
	The PDAO-PACD Officer of the Day will check the email of the office daily. Feedbacks will be printed and forwarded to concerned personnel, copy furnished the PDAO Head.						
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be						



	given to the PDAO Head, for information
How to file a complaint How complaints are processed	and appropriate action.
	After which, citizen is informed of the answer with regard to their feedback.
	For inquiries and follow-up, the citizen may call (02) 8370-5478 or email us at pdaopasay2018@gmail.com
How to file a complaint	Answer the complaint form and drop it at the designated suggestion box of the PDAO-PACD, Unit 12, Mayor's Coordinating Office, Cuneta Astrodome.
	Complaints can also be filed via telephone call. Kindly provide the following information/details, to wit: a. Name of person being complained b. Incident c. Evidence d. Name and contact information of the complainant
	Or
	It can also be filed by sending an email, ensuring that required information are provided, as stated.
How complaints are processed	Contact info: Persons with Disability Affairs Office (PDAO) at 8370-5478 or email us at pdaopasay2018@gmail.com PDAO-PACD Officer of the Day opens the suggestion box daily, retrieves the enclosed forms, records all complaints submitted, and forwards the same to the concerned personnel, copy furnished the PDAO Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO Head, for information and appropriate action.
	Or



	The PDAO-PACD Officer of the Day will check the email of the office daily. Emailed complaints will be printed and forwarded to concerned personnel, copy furnished the PDAO Head.
	The concerned personnel shall be given at least three (3) days to provide answer or reply thereto. Copy thereof shall be given to the PDAO, Head for information and appropriate action.
	After which, citizen is informed of the answer with regard to their complaint.
	For inquiries and follow-up, the client may call (02) 8370-5478 or email us at pdaopasay2018@gmail.com
Contact Information of ARTA,PCC,	ARTA: complaints@arta.gov.ph
CSC-CCB	8478-5093
	PCC: 8888
	CSC-CCB: 0908-8816565



ANNEX "C"

FEEDBACK/ COMPLAINT/ SUGGESTION FORM





PAMAHALAANG LUNGSOD PASAY (PASAY CITY GOVERNMENT)

Pormularyo Ukol sa Puna/Reklamo/Suhestiyon

	4	Feedback/Complaint/Suggestion/Form/
Numero ng Silid (Room #):	_	
	PAMAHAL	AANG LUNGSOD PASAY-{Pangalan ng Tanggapan/Kagawaran} (PCG-NAME OF OFFICE)
maayos naming maproseso ang i	nyong puna/ equired infon	mation. Make sure that all required information are completely and appropriately provided, for
Tsekan ang angkop sa mga sumu (Check whichever is the approprie		
Puna (Feedback)		Reklamo (Complaint) Suhestiyon (Suggestion)
Pangalan (Name) Tirahan ng Padadalhan ng Liham (Mailing Address) Numero ng Telepono/Selpon (Telephone/CP Number) EMAIL ADRES (Email Address) Pangalan ng Tanggapan o Taong Idinulog (Name of Department/Office or Person of Concern) Petsa at Oras ng Insidente (Date and Time of Incident) Mga Detalye (Particulars)	: : : : : : : : : : : : : : : : : : : :	Gamitin ang hiwalay na papel o likurang bahagi ng pormularyong ito kung kinakailangan (Use a separate sheet or the back page, if necessary)
upang patunayan ang katotohana	n ng naunai r oath that	this feedback/complaint/suggestion form is duly accomplished by the undersigned or his/her
Maaari ring idu (You	ılog ang inyon may also refe	ng puna/reklamo/suhestiyon sa mga sumusunod na mga tanggapan ng pamahalaan: r your feedback/complaint/suggestion to the following government offices)
	ARTA: compl	laints@arta.gov.ph. 8478-5093; PCC: 8888; CSC-CCB: 0908-8816565

SALAMAT! (THANK YOU!)



ANNEX "D"

HARMONIZED CLIENT SATISFACTION MEASUREMENT QUESTIONNAIRE



Control No: _ Bersyon para sa Online Sarbey (Online Version)

Pamahalaang Lungsod Pasay (Pasay City Government)

ANTI-RED TAPE AUTHORITY CLIENT SATISFACTION MEASUREMENT FORM PSA Approved No.: ARTA-2242-3

TULUNGAN NIYO KAMING MAS MAHUSAY KAYONG MAPAGLINGKURAN! (HELP US SERVE YOU BETTER!)

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikipagtransaksyon sa mga tanggapan ng gobyemo. Makakatulong ang inyong kasagutan ukol sa inyong naging karanasan sa <u>kakatapos lamang na transaksyon</u>, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring pillin na hindi sagutan ang sarbey na ito.

(This Client Satisfaction Measurement [CSM] tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.)

PAGTATATUWA:

Sa pagsagot ng pormularyong ito, ini-autorisa at binibigyang pahintulot ko ang Tanggapan ng Pamamahala at Pagpapauntad ng Yamang Tao, at ang akreditadong likationg-partido nito, na mangolekta, magtago, mamahagi, at magproseso ng aking impormasyon para sa anumang legal na layunin, batay sa panukala ng Batas Republika Bilang 10173, at iba pang naaangkop na batas at regulasyon. Para sa karagdagang impormasyon sa aming Data Privacy Policy, maaring bistahin ang pahinanya ng Pamahalaang Lungsod Pasay sa https://www.pasay.gov.ph/.

Sa pamamagitan nito, pinatutunayan ko na ang nabanggit na impormasyon ay totoo at tama sa abot ng aking kaalaman.

(DISCLAIMER:)

□ N/A

(By filling out this form, I am authorizing and giving my consent to Human Resource Management and Development Office (HRMDD) and its

laws	ithed third-party partners to collect, store, share, and process my information for legal purposes, as required by RA 10173 and other app and regulations. For more information on our Data Privacy Policy, you may visit the Pasay City Government webs hww.pasay.gov.ph/)
I here	by certify that the above-stated information is true and correct to the best of my knowledge.
	Sumasang-ayon ako at pinapayagan ko (I agree and I consent)
1000	kliyente (Client type): Mamamayan (Clizen)
	Negosyo (Business) Gobyerno (Empleyado o Ahensya) (Government (Employee or another agency))
Petsa	(Date): Kasarian (Sex): Rehiyon (Region of residence):
Uri ng	transaksyon o serbisyo (Service availed):
PANUTO	t Lagyan ng tsek (✔) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensiya/opisina ng gobyemo, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.
NSTRUC	TIONS: Check mark () your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.)
(WI	sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC? iich of the following best describes your awareness of a CC?)
	Alam ko ang CC at nakita ko ito sa napuntahang opisina. (I know what a CC is and I saw this office's CC.) Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.
	(I know what a CC is but I did NOT see this office's CC.) Nalaman ko ang CC nang makita ko ito sa napuntahang opisina.
	(I kerned of the CC only when I saw this office's CC.) Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang Iyong sagot)
	(I do not know what a CC is and I did not see one in this office. [Answer 'N/A' on CC2 and CC3]).
(1)	g alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay aware of CC [anawered 1-3 in CC1], would you say that the CC of this office was?) Madaling makita (Easy to see)
	Medyo madaling makita (Somewhat easy to see) Mahirap makita (Difficult to see) Hindi makita (Not visebe) at all)
	N/A
(If	g alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo? aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?) Sobrang nakatulong (Helped very much)
	Socrang navaruong (Helpes very much) Nakatulong naman (Somewhat helped) Hindi palatulong (Did not help)



ANTI-RED TAPE AUTHORITY CLIENT SATISFACTION MEASUREMENT FORM PSA Approval No.: ARTA-2242-3

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✔) ang hanay na pinakaangkop sa iyong sagot.

or SQD 0-8, please put a check mark [✔] on	- Goldmin I			e e		N/A (Not
	Lubos na hindi sumasang- ayon (Strongly Disagree)	Hindi sumasang-ay on (Disagree)	Walang kiniklingan (Neither Agree nor Disagree)	Sumasang-ay on (Agree)	Labis na sumasang- ayon (Strongly Agree)	applicable
SQDO. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan. (I am satisfied with the service that I availed.)						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon. (I spent a reasonable amount of time for my transaction.)						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay. (The office followed the transaction's requirements and steps based on the information provided.)						
SQD3. Ang mga hakbang sa paggroseso, kasama na ang pagbayad ay madali at simple lamang. (The steps [including payment] I needed to do for my transaction were easy and simple.)						
SQD4. Mabilis at madali alkong nakahanap ng impormasyon tungkol sa alking transaksyon mula sa opisina o sa website nito. (I easily found information about my transaction from the office or its website.)						
SQDS. Nagbayad ako ng makatwirang halaga para sa aking transakyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) (I paid a reasonable amount of fees for my transaction. [If service was free, mark the "N/A" column.])						
SQD6. Natitiyak kong ligtas ang aking online na transaksyon. (I am confident my online transaction was secure.)						
SQD7. Mayroong suportang pang-online ang tanggapan, at (kung tatanungin), mabilis ang naging pagtugon nito. (The office's online support was available, and [if asked questions] online support was quick to respond.)						
SDQ8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyemo, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin. (I got what I needed from the government office, or [if denied] denial of request was sufficiently explained to me.)						
Mga suhestiyon kung paano pa mapapabuti pa ang aming mga si (Suggestions on how we can further improve our services [option						
Email address (opsyonal) (Email address [optional])						
		MATI K YOU!)				

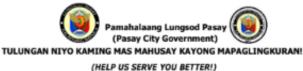
1249



Control No: _____ Bersyon para sa Onsite Sarbey (Onsite Version)

□ N/A

ANTI-RED TAPE AUTHORITY CLIENT SATISFACTION MEASUREMENTFORM PSA Approval No.: ARTA-2242-3



Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikipagtransaksyon sa mga tanggapan ng gobyerno. Makakatulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

(This Client Satisfaction Measurement [CSM] tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not Uri ng kliyente ('Client type): Mamamayan (Citizen) □ Negosyo (Business) Gobyerno (Empleyado o Ahensya) (Government [Employee or another agency]) Edad (Age):____ Kasarian (Sex): _____ Rehiyon (Region of residence): _ Uri ng transaksyon o serbisyo (Service availed): ___ Lagyan ng tsek (J) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na PANUTO: dokumento na naglalaman ng mga serbisyo sa isang ahensiya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso. (INSTRUCTIONS: Check mark (√) your answer to the Citizen's Charter [CC] questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.) CC1: Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC? (Which of the following best describes your awareness of a CC?) Alam ko ang CC at nakita ko ito sa napuntahang opisina. (I know what a CC is and I saw this office's CC.) Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina. (I know what a CC is but I did NOT see this office's CC.) Nalaman ko ang CC nang makita ko ito sa napuntahang opisina. (I learned of the CC only when I saw this office's CC.) Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina. (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot) (I do not know what a CC is and I did not see one in this office. [Answer 'N/A' on CC2 and CC3]). CC2: Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay... (If aware of CC [answered 1-3 in CC1], would you say that the CC of this office was...?) ☐ Madaling makita (Easy to see) ☐ Medyo madaling makita (Somewhat easy to see) ☐ Mahirap makita (Difficult to see) ☐ Hindi makita (Not visible at all) CC3: Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo? (If aware of CC [answered codes 1-3 in CC1], how much did the CC help you in your transaction?) ☐ Sobrang nakatulong (Helped very much) ■ Nakatulong naman (Somewhat helped) ☐ Hindi nakatulong (Did not help)



ANTI-RED TAPE AUTHORITY CLERT SATISFACTION MEASUREMENT FORM PSA Approval No.: ARTA-2242-3

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✔) ang hanay na pinakaangkop sa iyong sagot.

	Lubos na hindi sumasang- ayon (Strongly Disagree)	Hindi sumasang- ayon (Disagree)	Walang kinikilingan (Neither Agree nor Disagree)	Sumasang- ayon (Agree)	Labis na sumasang- ayon (Strongly Agree)	N/A (Not applicable)
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan. (I am satisfied with the service that I availed.)						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon. (I spent a reasonable amount of time for my transaction.)						
SQD2. Ang opisina ay sumusunod sa mga						
kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
(The office followed the transaction's requirements						
and steps based on the information provided.)						
SQD3. Ang mga hakbang sa pagproseso, kasama na						
ang pagbayad ay madali at simple lamang.						
(The steps [including payment] I needed to do for						
my transaction were easy and simple.)						
SQD4. Mabilis at madali akong						
nakahanap ng impormasyon tungkol						
sa aking transaksyon mula sa						
opisina o sa website nito.						
(I easily found information about my						
transaction from the office or its						
website.)						
SQD5. Nagbayad ako ng makatwirang halaga para sa						
aking transakyon. (Kung ang serbisyo ay ibinigay ng						
libre, maglagay ng tsek sa hanay ng N/A.)						
(I paid a reasonable amount of fees for my transaction.						
[If service was free, mark the 'N/A' column.])						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o						
"walang palakasan", sa aking transaksyon. (I feel the office was fair to everyone, or "walang						
palakasan", during my transaction.)						
SQD7. Magalang akong trinato ng mga tauhan, at						
(kung sakali ako ay humingi ng tulong) alam ko na sila						
ay handang tumulong sa akin.						
(I was treated courteously by the staff, and [if asked for						
help] the staff was helpful.)						
SDQ8. Nakuha ko ang kinakailangan ko mula sa						
tanggapan ng gobyerno, kung tinanggihan man, ito ay						
sapat na ipinaliwanag sa akin.						
(I got what I needed from the government office, or [if						
denied] denial of request was sufficiently explained to						
me.)						
Mga suhestiyon kung paano pa mapapabuti pa ang aming mga se (Suggestions on how we can further improve our services [option:						
Email address (opsyonal) (Email address [optional])						



ACKNOWLEDGMENT

The completion of this guidebook will not be possible without the help and assistance of the following, to wit:

To the public clientele, for making the City Government administration and management know how much you aim for correct, quality and fast service. We thank you for giving us sincere and honest feedback on how to serve you better;

To all the Pasay City Government leaders and employees, especially to those who gave their precious time in contributing ideas and information for the crafting and completion of this revised guidebook on citizen's charter; indeed, it created a big difference;

All our supporters and critics – you gave us the reason to keep on reengineering our systems to accommodate the ever-increasing demands and challenging trends that we must face, to be more efficient and effective in delivering our services to the general public;

To the leaders and focal persons from the Office of the President, Anti-Red Tape Authority, Civil Service Commission, and Department of Interior and Local Government – you have patiently assisted and continuously guided us in this journey of reengineering and improving our work/service systems. This intensifies our passion to embrace the love for public service; it reoriented as to the principle, "public office is a public trust", and on how we should set and maintain good image to our both public and private clientele;

To our families, friends, and love ones, for the unending love, understanding, care, patience and support. You motivated all of us to work hard and perform best; and

To Our Almighty God, for continuously providing the officials and employees of the City Government with sound mind and healthy physique; and keeping us safe even in difficult times – these are all overwhelming.

Thank you all.